

Your Name: Susan Colatosti

Your program of study: Associate degree Medical Reimbursement and Coding

1. What are your target job titles?

Job Title	Industry	Company size	Location
I. Billing Specialist	Endeavor Health	120 Employees	Buffalo, NY 14224
II. Physician/Ancillary Service Coder- *Niagara*	OCH Women's Health Clinic	Part of Kaleida Health Hospital	Buffalo, NY (10872)
III. Coding Specialist	KH Corp. Health Inform Systems	Kaleida Health Hospital, has 10,001 + employees	Buffalo, NY (24003)

2. What do I know about the types of jobs I'm interested in?

a.) What type of work experience, education, level, certificates, or other specialized training is required for these positions?

I. Endeavor Health- Billing Specialist:

- Minimum 2 years' experience in medical billing
- Proficient in billing software, specifically EHR systems
- Knowledge of CPT, ICD-10, and HCPC codes
- Understanding of state and federal regulations surrounding mental health and substance abuse billing, including Medicaid and Medicare guidelines.
- Ability to process claims and manage accounts receivable.
- Strong organization skills and attention to detail
- Proficiency in Microsoft office suite, especially Excel.
- Strong communication skills both written and verbal, for effective interaction with clients, insurance companies, and other healthcare professionals.
- Ability to work independently and as part of a team.
- Capacity to handle sensitive information confidentially.

- II. OCH Women's Health Clinic- Physician/ Ancillary Service Coder- *Niagara* (10872):
- RHIA, RHIT, CCS, or CPC/CPC-H Certification in approved coding program required with successful completion of the Kaleida outpatient coding and medical terminology assessment.
 - Successful completion of the basic computer skills assessment.
 - Knowledge of physician billing requirements and documentation guidelines (1995 to 1997) preferred.
 - One year experience in healthcare environment preferred.
 - Experience with personal computers and Windows applications.
 - Excellent oral and written communication skills, understanding Team concept and has the ability to interact with Kaleida coding team.
- III. KH Corp. Health Inform Systems- Coding Specialist (24003):
- Associate of Applied Science in Health Information Technology (Medical Record technology) is a minimum requirement.
 - Bachelor of Science in Health Information Management or Medical Records Administration is preferred.
 - 1 Year of experience in coding with ICD-10, PCS, CPT coding and DRG/ APC assignment in an acute care facility preferred.
 - Prior experience with computerized software for encoding and grouping applications.
 - 6 months of experience which shows evidence of ICD-10 continuing education credits required.
 - Reg Health info Admin (RHIA)- employees with a BS in HIM/ Medical Record must obtain this certification within 6 months of hire or transfer into position and it must be maintained as a Kaleida requirement.
 - Certified Coding Specialist (CCS)- grandfathered employees without HIM/ Medical Records degrees who have this certification, it must be maintained as a Kaleida requirement.

b.) What specific knowledge, skills or abilities are required for these positions?

- I. Endeavor Health- Billing Specialist:
- Ensure accurate and timely submission of electric and paper claims in accordance with federal, state, and payer-specific billing requirements.
 - Review billing reports and resolve and discrepancies or errors in billing data.

- Follow up on unpaid claims within standard billing cycle timeframe, including contacting payers and investigating denied claims to resubmit for reimbursement.
- Maintain up-to-date knowledge of coding procedures and guidelines, including ICD-10, CPT, and HCPC codes relevant to behavioral health services.
- Verify client's eligibility, benefits, and authorization for services with insurance provides prior to claim submission.
- Maintain strict confidentiality in accordance with HIPAA regulation and client privacy protocols.
- Ensure compliance with company policies and procedures.
- Assist patients with billing and insurance related questions, providing clear and professional communication.
- Participate in training and development opportunities to stay current with the latest billing practices and regulations.

II. OCH Women's Health Clinic- Physician/Ancillary Service Coder- *Niagara* (10872):

- Position is responsible for validating/assigning CPT-4 codes for clinic-based procedures and E/M services.
- Responsible for validating/assigning ICD-10 codes for physicians and ancillary services.
- Responsible for ensuring appropriateness and completeness of orders for ancillary tests from physician's scripts or clinic records.
- Responsible for validation and posting of CDM based charges in the host system.
- Responsible to verify medical necessity requirements for clinic ordered laboratory and ancillary tests in comparison to acceptable LMRP lists.
- Must have the ability to move from site to site per work requirements and/or across Buffalo if need be.

III. KH Corp Health Inform Systems- Coding Specialist (24003):

- Responsible for coding, including, but not limited to any type of inpatient/ or outpatient medical records for the purpose of data quality, accurate reimbursement, severity of illness/ risk of mortality assignment (SOI/ROM), and research and compliance with federal and state regulations.
- Diagnoses and procedures are coded through review of the entire medical record, utilizing the international Classification of Diseases 10th revision (ICD-10) and procedures (PCS, CPT).
- Interacts with the medical staff on issues requiring further clarification using a physician query process when there are identifiable clinical

indicators, conflicting documentation, or uncertainty in the documentation in the medical record.

- This position is responsible to calculate the facility E/M level using designated software application and performs charge posting for procedures.
- Effective 9/11/2012: within 6 months of hire or transfer to this position, employees who have an AAS in Health Information Technology (Medical Record Technology) must obtain & maintain RHIT certification & for those employees with a Bachelor of Science in Health Information Management (Medical Record Administration) must obtain & maintain RHIA certification.
- Employees in position prior to requirement, however, those with credentials must maintain credentials such as CCS or CPC certification.

c. What knowledge, skills and abilities do you already have that will allow you to be successful in this profession?

- Knowledge in CPT, HCPC, PCS, ICD-10, and E/M coding.
- Associate degree in Medical Reimbursement and Coding.
- Coding for inpatient and outpatient services
- At least 15 years of experience with Microsoft Windows/Office
- At least 15 years of experience of registration health information

d. Using www.bls.gov search the above titles you are interested in and list your average national salary for those roles below.

I. Endeavor Health- Billing Specialist: \$18.00- \$20.00

II. OCH Women's Health Clinic- Physician/Ancillary Service Coder: \$20.01-
\$29.82

III. KH Corp Health Inform Systems- Coding Specialist: \$25.79-\$37.80.

e. Using the table below, create an action plan for gaining the work experience, education, and certifications you don't have. These actions should be specific, realistic, and directly related to gaining those skills and experiences you are missing.

Action to be taken	Target Date	Date Completed
Research and contact 3 organizations about volunteer opportunities	08/31/2024	
Start studying for the AHIMA test to become certified after graduation	09/30/2024	
Take AHIMA test to get certified	10/01/2024	
Go back to school for my bachelor's degree within the 6 months after I become hired.		

3. What do I need to execute an effect job Search?

Use the table below to identify which job search tools you have already prepared, and which you still need to work on. Make a plan to complete each item by setting a target completion date. **For those items you may be missing or want additional feedback on, contact your advisor in Career Services for help!**

Job Search Tool	Target Completion Date	Has it been reviewed by Career Services or an Instructor?	Done
Resume	Completed		
Cover Letter	06/30/2024		
References	06/30/2024		
Electronic Portfolio	06/30/2024		
Other:			

4. What Companies am I interested in?

Use the boxes below to identify 3 target companies you'd like to work at. Then, identify a contact person within that organization (someone that could influence your ability to be hired. Examples might include a Human Resources staff member, a recruiter or talent acquisition specialist, or manager of the department you would like to work in). To

obtain this information you will need to review the company’s website, search the internet, utilize social media (LinkedIn, Facebook, etc.), and/or contact them by phone. For help with those phone calls reach out to your advisor in the Career Services department!

Company Name & Address	Position	Contact Person (Decision Maker), Title
Endeavor Health 1526 Walden Ave., Unit 400 Cheektowaga, NY 14225 716-895-6701	Billing Specialist	Melanie Tarantelli- Human Resources
OCH Women’s Health Clinic 564 Niagara Street Buffalo, NY14201 716-859-8614	Physician/ Ancillary Services Coder- *Niagara*	Casey Calandra-Recruiter
KH Corp Health Inform Systems 726 Exchange St. Buffalo, NY 14210	Coding Specialist	Lauren Finney- Recruiter

5. Building a Profession Network.

Your network includes people from all parts of your life. You probably already have a large network, and don't even realize it! Use the table below to identify your existing network. From there, you can work to build that network.

	Name	Job Title/Type of Work	Company
Family	Kyle Tucci: 716-867-9139	Restaurant Hospitality Manager	Wegmans
	Debbie Burch: 561-252-4261	Prep-cook	Pizza Hut in Florida
	Paul Colatosti: 716-783-1774	Medical Liaison	Aspire of WNY
Friends	Ross Hageman: 716-697-1766	Processing Supervisor	Kaleida Health
	Lorraine Bona: 716-1211	Stay at home & watches granddaughter, and helps her with her homework	
	Lynette Vaughn: 716-479-2049	Bar Owner	Ice House
Neighbors			
Co-workers	Lisa Sendor: 716-430-6656	Phlebotomist	Kaleida Health
	Morgan Guzzotti	Phlebotomist	Kaleida Health
	Dawn Sarden	Phlebotomist	Kaleida Health
Groups/ Hobbies/Clubs	Painting		
	Going Camping		Adventure Bound Four Winds

Religious Groups			
Sports Teams	Buffalo Bills		
	Sabre's		
Volunteerism	Help my husband's Patriots Club with and raffles or fund raisers they do		
Other			