

Alicia Scott, CPC, CPC-I, CRC

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PROFESSIONAL AFFILIATIONS and CERTIFICATIONS

American Academy of Professional Coders (AAPC), Member in good standing

- *Certified Professional Coder, CPC*
- *Certified Professional Coder, Instructor, CPC-I*
- *Certified Risk Adjustment Coder, CRC*
- *ACDIS St. Louis Co-Chair 2023, 2024 Qualified to sit for the CCDS-O*
- *JCMO AAPC Chapter Officer*
- *CEO Medical Billing Detectives*

EDUCATION

American Academy of Professional Coders, Graduate, PMCC program to prepare to become a CPC-I

Ashford University, Currently enrolled, Health Care Administration BA, Expected graduation May 2024

University of Phoenix, Completed coursework, Health Care Administration program

American Commercial College, Completed coursework, Health Information Coding and Billing Specialist program

Columbia College, Completed coursework, General Studies

Central Christian College of the Bible, Completed coursework, General Studies

RELEVANT SKILLS

CPT	ICD-10-CM	HCPCS
Medical Terminology	Anatomy & Physiology	Abstracting Specialist
HIPAA Policies	NCCI Edits	Coding Guidelines
CMS-1500	UB-04	Quality Audit
Sales/Marketing	Provider Education	JCAHO
EPIC eClinicalWorks	Cerner	Allscripts
athenahealth	Virtual Educator	Kareo
Advanced MD	Amazing Charts	McKesson
Meditech	Medhost	Process Improvement
Compliance Standards	Training Methodologies & Concepts	Supervisory Leadership

PROFESSIONAL EXPERIENCE

Ask Alicia Consulting

- Create personalized education for providers and coders based on quality audits and analytics
- Train coders in CDI, abstracting, and multi-specialty provider education
- Creation of competency evaluation tools, cross training and Ad Hoc

Outpatient CDI Risk Adjustment Auditor II, *Baylor Scott & White Health System*, March 2020-November 2022

- Create and present provider education for primary care and specialists North & Central Texas
- Audit and analyze RAF scores and determine Gaps that need education on department specific training
- Work directly with department directors, clinic administrators, managers, and providers
- All provider specialty coding including Oncology, Cardiology, Nephrology, Neurology, Endocrinology, Behavioral Health, Palliative Care, Dermatology, Radiology Gastroenterology, Pulmonology, Orthopedic, Anesthesiology, Family, and Internal Medicine

Educational Director, *CCO.us*, December 2011-Present

- Create, supervise, and record educational modules for medical certifications
- Management of interns, completing assessment records, including new hire orientation
- Productivity tracking and program effectiveness monitoring
- Develop exam prep education and create medical certification practice exams including continuing education
- National conference lecture circuit

SUNY Downstate Medical Center, Adjunct Instructor, 2019-Present

- On-line education basic and advanced coding for RHIA program aligned with revenue cycle applications
- Develop instructional materials and teaching aids with a focus on educational deliverables

Instructor, *American Commercial College*, April 2010-2012 December

- Develop program content and structure to prepare students to work in the medical coding field, applying experience to create student experiences applicable to working in healthcare
- Supervise coding instructors and student interns to expand student education beyond the classroom for those working towards various AAPC specialty certifications with classroom instruction
- Analyze education outcomes and ensure that curriculum meets strict standards to remain compliance as an accredited program including repository management

HCC Coder, Remote Position, *Optum, Medicare Advantage, UHC*, January 2012-2014 December

- Reviewed provider documentation to abstract and confirm all diagnosis codes mapping to HCC categories, according to Risk Adjustment policies, internal contract terms, and coding guidelines, for proper diagnostic code assignment
- Maintained 99% quality accuracy rate while meeting and exceeding production goals, supporting fellow coders in the same goal

System Scheduler, *Intrepid USA Home Health*, January 2007-2010 April

- Scheduled encounters and travel to ensure optimal patient care for over 150 patients from skill nurses, health aides, physical therapists, speech therapists, occupational therapists, and social workers
- Coded and audited medical charts to assign and verify use of all appropriate CPT, ICD, and HCPCS codes from Oasis

Owner, Manager, *Plain & Simple Head Coverings*, March 1999-2007 December

- Managed five contract employees and daily operations for a successful sales business, increasing sales by 40% in one year
- Business support to vendors
- Media marketing across multi-platforms
- Maintain monthly newsletter with over 20k subscribers

Medical Records, Insurance Billing Associate, *Lake Ozark General Hospital*, January 1994-1999 November

- Maintained and organized medical records processes to ensure compliant documentation and correct billing for a 116-bed facility and a Level 3 Trauma Center

Property Office Manager, *PMG Professional Management Group*, May 1989-1994 January

- Oversaw three long-short term condominium properties. Met with Board of Directors for properties, maintaining relationships and compliance to properties rules & regulations. Scheduled office staff. Obtained Real Estate License necessary for property management and sales.

Pharmacy Technician, *Gerbes Pharmacy*, August 1987-1989 May

- Assistant to pharmacist, stocking, counting, ordering, filling prescriptions. Public relations and sales

Pharmacy Technician, *Eldon Drug*, January 1984-1987 August

- Assistant to pharmacist, stocking, counting, ordering, filling prescriptions. Public relations and sales
- Supervised in house photo lab

EMT Emergency Medical Technician, *Lake Ozark General Hospital*, February 1985-1987 August

- Trained and obtained license, worked in the Emergency Room with plans to go on to paramedic training.
- Completed documentation for patient H&P. Assisted providers in procedures, worked on floors as relief work.