

Melody Cox

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SUMMARY

Dedicated forensic medical coder with over five years of experience serving in various coding roles. Demonstrated success managing root cause analyses of coding discrepancies leading to significant improvements in accuracy and efficiency. Possesses strong analytical skills coupled with expertise in ICD-10, CPT, HCPCS, and considerable proficiency with EPIC software. Focused on creating compliance-driven workflows while also championing educational initiatives for healthcare providers. Also adept at navigating industry standards and fostering collaboration among teams to enhance coding practices.

EXPERIENCE

Forensic Medical Coder January 2022 - Present
Health Solutions Inc. *Little Rock, AR*

As a forensic medical coder, lead efforts to enhance coding accuracy and compliance across multiple healthcare specialties. Collaborated closely with diverse teams while providing educational training and materials tailored for healthcare providers. Maintained accountability for several innovative projects targeting coding discrepancies.

- Conducted thorough root cause analyses of coding discrepancies leading to improved accuracy.
- Led cross-departmental projects focused on enhancing documentation practices to improve coding compliance.
- Actively developed and delivered provider training materials promoting best practices in coding.
- Maintained ongoing updates regarding changes to payer guidelines to enhance organizational practices.
- Provided mentorship to junior coders, ensuring adherence to best practices and continuous improvement.
- Utilized EPIC software and other coding tools to optimize operational efficiencies and streamline processes.

Medical Coder June 2019 - December 2021
CarePlus Medical Group *Little Rock, AR*

Served as a medical coder focusing on internal audits, regulatory compliance, and error reduction through data-driven analysis and educational outreach.

- Analyzed coding metrics that resulted in effective strategies for reducing errors by improving procedures.
- Provided adherence guidance surrounding ICD-10 and CPT regulations enhancing overall claims accuracy.
- Participated actively in the development of training sessions sharing new insights and regulatory updates.
- Assisted in onboarding protocols to ensure comprehensive compliance within coding practices.
- Developed an extensive coding manual utilized as a definitive resource for the coding team.
- Effectively organized workloads under tight deadlines consistently meeting quality goals.

Junior Medical Coder January 2016 - May 2019
MedAnalysis Solutions *Little Rock, AR*

Gained foundational knowledge supporting senior coders through audit assistance and administrative support within the coding department.

- Supported experienced coders in conducting compliance checks ensuring strict adherence to coding policies.
- Assisted in documenting coding workflows aligning with professional compliance standards.
- Collaborated effectively with coding teams contributing to increased productivity and enhanced workflow.
- Engaged in learning opportunities to strengthen coding proficiencies and understanding of medical terminology.
- Researched updates on coding guidelines maintaining rigorous adherence to frameworks and regulations.
- Facilitated communication within the coding team promoting organization and project coordination.

LEADERSHIP & AWARDS

- Awarded Employee of the Month for exceptional performance and contributions to coding accuracy: March 2023
- Recognized for outstanding educational contributions in developing workshops for fellow medical staff: September 2024

EDUCATION

Associate of Applied Science in Health Information Technology 2025
University of Arkansas GPA: 3.8 *Fayetteville, AR*
Coursework: Healthcare Compliance, Medical Coding, Data Management, Health Informatics

CERTIFICATIONS

- AAPC Certified Professional Coder (CPC) 📅 2022

- AHIMA Certified Coding Specialist (CCS) 📅 2023

TECHNICAL SKILLS

- **Coding Languages:** ICD-10, CPT, HCPCS
- **Coding Software:** EPIC, Meditech, Cerner
- **Data Analysis Tools:** Excel, Tableau, SQL
- **Communication Tools:** Slack, Zoom, Microsoft Teams
- **Project Management Tools:** Trello, JIRA, MS Project
- **Educational Materials:** PowerPoint, Google Slides, InDesign
- **Auditing Standards:** HIPAA, FISMA, ISO
- **Statistical Methods:** Regression Analysis, Correlation, Descriptive Stats
- **Professional Associations:** AAPC, AHIMA, HIMSS
- **Compliance Programs:** Quality Framework, Performance Improvement, Risk Assessment

SKILLS

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|---------------------------------------|--------------------------|---------------------------|----------------------------------|
| • Medical Coding (ICD-10, CPT, HCPCS) | • Microsoft Office Suite | • Workflow Optimization | • Cross-Functional Collaboration |
| • Coding Compliance | • Provider Education | • Mentorship | • Technical Reporting |
| • Data Analysis | • Root Cause Analysis | • Healthcare Regulations | • Coding Audits |
| • EPIC Software | • Process Improvement | • Documentation Practices | • Continuous Learning |

PROFESSIONAL AFFILIATIONS

- Member of AAPC Professional Association, continuously advancing coding education and networking.
- Active member of local coding symposiums, engaging in discussions about healthcare compliance and coding innovations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST