



Eliana Rich

Outpatient Coding Specialist

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STRENGTHS

- 🗨️ **Communication Skills**
Strong communication developed through continual interaction with physicians and clinical staff enhances collaborative resolution of coding discrepancies.
- ✔️ **Detail Orientation**
Demonstrated attention to detail has consistently led to enhanced coding accuracy, becoming a reliable resource within coding teams.
- ➡️ **Regulatory Compliance**
Facilitating regulatory compliance by initiating strategic audits ensured consistent adherence to coding policies across multiple projects.
- 👥 **Team Collaboration**
Worked collaboratively with multiple departments, fostering positive relationships that have increased efficiencies and morale during coding sessions.
- 📖 **Continuous Learning**
Committed to lifelong learning in medical coding, obtaining new certifications while actively seeking educational opportunities.

SKILLS

ICD-10 CPT HCPCS Coding

Medical Terminology

EMR Systems Microsoft Excel

Attention to Detail

Compliance Standards

Ethical Standards CPT Modifiers

Emergency Room Coding

NCCI Policies Medicare Billing

SUMMARY

Dedicated outpatient coding specialist with over four years of experience, primarily in Emergency Room and facility coding. Proven expertise in ICD-10, CPT, and HCPCS systems, ensuring adherence to official guidelines and compliance standards. Strong analytical skills led to identifying documentation improvements and enhancing coding accuracy within fast-paced environments. Committed to continuous development through educational initiatives and active collaboration with healthcare teams. Maintains the highest ethical standards established by AAPC and AHIMA. Eager to bring this passion for precise coding and dedication to improving patient care outcomes at Optum.

EXPERIENCE

Outpatient Coding Specialist

HealthCoders Inc. 📅 January 2024 - Present 📍 Chicago, IL

Oversees coding processes as an outpatient coding specialist, managing remote coding efforts while maintaining a high standard of accuracy using various EMR systems. Collaborates with medical professionals and system users to clarify and refine coding practices.

- Ensured accurate recognition and assignment of ICD-10 Codes, CPT, and modifiers for emergency room services, achieving organizational goals.
- Participated in continual learning opportunities, keeping up-to-date with changes in coding standards and practices.
- Fostered effective team communication by addressing coding-related inquiries from physicians to enhance overall coding effectiveness.
- Conducted trend analyses in coding records, allowing prompt adjustments in practices to increase efficiency.
- Integrated best practices in coding operations, promoting adherence to ethical standards established by professional coding organizations.
- Contributed feedback during department meetings on coding quality and suggested improvements based on experiences.

Medical Coder

MedCode Solutions 📅 June 2021 - December 2023 📍 Peoria, IL

Served as a medical coder focused on outpatient facilities, working diligently to maintain compliance with both internal and external coding standards. Engaged with team members in audits, training, and collaborative projects aimed at improving staff capabilities and coding practices.

- Processed medical claims focusing on emergency room coding, which resulted in improved approval rates and timely reimbursements.
- Executed regular audits associated with NCCI edit policies and Medicare requirements, ensuring accurate payout of claims.
- Generated informative coding reports that highlighted areas for enhancement, aiding management's oversight initiatives.
- Trained incoming staff on facility coding guidelines alongside effective usage of EMR systems, nurtured a knowledgeable team environment.
- Maintained current engagement in coding updates through careful review of healthcare regulations, implementing changes promptly.
- Developed enriching training materials catering to new hires and ongoing team education to ensure consistency in coding knowledge.

Junior Medical Coder

HealthWise Coding Services 📅 August 2020 - May 2021 📍 Champaign, IL

Documentation Review

Quality Assurance

LANGUAGES

English Native

Spanish Proficient

MY CAREER



- Outpatient Coding Specialist at HealthCoders Inc. (2.5 Years)
- Medical Coder at MedCode Solutions (2.5 Years)
- Junior Medical Coder at HealthWise Coding Services (9 Months)

Provided support as a junior coder overseeing routine administrative coding tasks with oversight from senior coding staff, emphasizing accuracy and regulatory compliance. Contributed positively by participating in departmental QA initiatives that uplifted overall performance.

- Assisted experienced coders in the accurate application of ICD-10 Codes and CPT for various outpatient services, enhancing office productivity.
- Reviewed extensive medical records, verifying compliance with medical coding regulations to mitigate errors effectively.
- Engaged in personalized quality assurance initiatives aimed at increasing coding accuracy and reducing claim adjustments.
- Collaborated with digital team members to maintain a well-organized electronic filing system for sensitive patient data.
- Pursued ongoing professional development opportunities through AAPC-driven workshops, refining medical coding proficiencies.
- Actively partnered with the billing division to clear discrepancies between coding interpretations and financial processes.

LEADERSHIP & AWARDS

- Dean's List, Springfield Community College, 2022
- AAPC Coding Scholarship Recipient, 2023

EDUCATION

Associate of Applied Science in Health Information Technology
Springfield Community College 🎓 GPA: 3.8 📅 2024 📍 Springfield, IL
Coursework: Medical Coding, Health Information Management, Ethics in Health Care, Healthcare Policies

CERTIFICATIONS

- Certified Professional Coder (CPC) 📅 2024
- Certified Coding Associate (CCA) 📅 2025

TECHNICAL SKILLS

- **Coding Standards:** ICD-10, CPT, HCPCS
- **Software Skills:** Microsoft Excel, EMR Systems
- **Quality Assurance:** NCCI Policies, Internal Audits, Documentation Reviews
- **Certifications:** CPC, CCA
- **Professional Organizations:** AAPC, AHIMA
- **Training Contributions:** New-Hire Training, Educational Workshops
- **Collaboration Tools:** Health Information Exchanges, Clinical Software Platforms
- **Emergency Services Coding:** Emergency Room Procedures, Facility Charging
- **Personal Development:** Workshops, Certification Programs
- **Coding Compliance:** Ethics, Standards Compliance Strategies

PROFESSIONAL AFFILIATIONS

- Member of AAPC since 2023, engaging in local chapter events for enhanced networking.
- Volunteer at local health outreach programs, providing communities with access to coding education.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST