

PROFILE

An experienced healthcare professional with nearly 3 decades in rehabilitation management, and 10 years of clinical appeal specialization and consulting. With proven success in case documentation review, auditing practices and team development, offering a comprehensive authority on matters of pathology, cognitive rehabilitation, regulatory compliance, patient appeal procedure, and healthcare management.

EDUCATION

Master of Arts, Speech Language Pathology: California State University | May 1995

Bachelor of Arts, Speech Pathology and Audiology: Whittier College | May 1991

LICENSES & CERTIFICATIONS

- **Officer of Healthcare Compliance**
 - **Certified Outpatient Clinical Appeals Specialist**
 - **Certificate of Clinical Competence** | ASHA | January 1996
 - **Texas State License** | May 2008
 - **California State License** | October 1995
 - **Vital Stim** | July 2010
 - **Resident Assessment Coordinator, Certified (RAC-CT)** | October 2021
 - **Requirements for Clinical Instructor, Supervisor, and Clinical Fellow Members**
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EXPERIENCE

APPEAL COORDINATOR | October 2020 – Present

Adaptive Rehab, Remote

- Conducted critical medical record reviews and compiled detailed reports identifying areas for improvement
- Drafted appeal letters referencing Medicare regulations at redetermination and reconsideration level
- Oversaw management of Medicare and Managed Care insurance
- Conducted C2C Innovative Solutions calls in support of ALJ hearings
- Managed Part A and Part B Additional Development Requests and Medical Record Requests
- Resolved Part A PDPM denials and Part B denials: CPT code bundled pairs, benefit maximum, no authorization, diagnosis/CPT coding, and medical necessity

OWNER/CLINICAL APPEAL LETTER WRITER | October 2017 – Present

M Cage Appeals Management, Remote

- Supported clients through the critical review of case records, communicating procedural advice and expected outcome
- Completed letters of appeal referencing Medicare regulations at redetermination and reconsideration level
- Reviewed medical device experimental/investigational insurance details
- Managed Medicare and Managed Care claims: Part A PDPM denials, C2C Innovative Solutions calls, and ALJ hearings
- Responded to Part B denials by appeal to address case related claims including: CPT code bundled pairs, benefit maximum, no authorization, diagnosis/CPT coding, and medical necessity

CLINICAL APPEAL LETTER WRITER | June 2016 – Present

Paramount Healthcare, Remote

- Conducted comprehensive review and analysis of nursing therapy documentation and patient medical records
- Composed customized appeal letters in response to denial of services by Medicare and Managed Care

STAFF SLP/DOP | October 2018 – October 2020

Rehab Care, Humble, TX

- Managed a team of 4 FT staff: PT, OT, SLP, and Rehab Tech
- Conducted evaluation, treatment, and education of adult patients, families, and staff
- Liaised with MD case leads to align treatment plans and report case progress
- Specialized in dysphagia, cognition, and neurological disorders
- Oversaw financial and clinical responsibilities of the department and program development

STAFF SLP/CLINICAL APPEAL LETTER WRITER | February 2013 – October 2018

Windsor Houston, Legend-TruCare Solutions, Hallmark Rehabilitation, Houston, TX

- Conducted review and analysis of nursing therapy documentation to determine appeal criteria and claim status
- Composed detailed bespoke appeal letters in response to denial of services by Medicare and Managed Care
- Communicated with families, staff, and lead MD to support the wellbeing of the patient
- Composed appeal letters in response to denial of PT, OT, and SLP services by Medicare and Managed Care
- Achieved a success rate of 98% appeal wins
- Managed screening, evaluation, treatment, and education of adult patients with dysphagia, cognitive, and neurological disorders

REHABILITATION SPECIALIST | February 2012 – February 2013

Hallmark Rehabilitation, Houston, TX

- Conducted billing and chart audits, providing feedback to management for areas of improvement
- Oversaw staff talent onboarding through the interview, hiring, and induction processes
- Reported to 3 area managers, clinical specialist, and regional vice president
- Trained rehabilitation directors in departmental management, payer sources qualifications, program development, billing, and record documentation

STAFF SLP/DOR | September 2009 – February 2012

Hallmark Rehabilitation, Houston, TX

- Managed a team of 4 FT staff: PT, OT, SLP, and Rehab Tech
- Conducted evaluation, treating, and educating adult patients, families, and staff on diagnosed conditions
- Liaised with MD case leads to communicate patient updates and align treatment plans
- Specialized in dysphagia, cognition, and neurological disorders
- Oversaw financial and clinical management of the department and program development

TRAVELLING SLP | February 2007 – May 2009

Travel Agencies, Western US

- Supported adult out patients as part of the level 1 trauma hospital skilled nursing team.
- Managed evaluation, treatment, and education of adult patients, families, and staff
- Communicated with case lead MDs to align patient treatment and update progress

DIRECTOR OF REHABILITATION | September 2003 – February 2007

Hallmark Rehabilitation, Fresno, CA

- Managed a team of 10 FT staff as part of the skilled nursing facility
- Oversaw financial and clinical management and program development
- Supervised SLP team members in clinical fellowship years

STAFF SLP | December 1994 – September 2003

- **Community Medical Centers**, Fresno, CA
- **Select Therapies**, Fresno, CA
- **Fresno Unified School District**, Fresno, CA
- **Center for Communication Skills**, Fresno, CA
- **Therapists Unlimited**, Fresno, CA
- **L & J Telesmanic and Assoc.**, Fresno, CA