

Contact

www.linkedin.com/in/nicole-jackson-cpc-373b9838 (LinkedIn)

Top Skills

EHR

Healthcare Management

Healthcare

Certifications

Certified Professional Coder (CPC)

Nicole Jackson CPC

Professional Fee Coder at Cleveland Clinic
Greater Cleveland

Summary

I am a hard-working professional who has been consistently praised as focused by my co-workers and management. Over the course of my 11-year career, I've developed a skill set directly relevant to the Medical Coder role you are hiring for, including electronic claims processing, scheduling, and recordkeeping. Overall, I have consistently demonstrated leadership, teamwork, and communication abilities in every aspect of my Charge Reconciliation Specialist role at Cleveland Clinic, and I invite you to review my detailed achievements in the attached resume.

Experience

Cleveland Clinic

12 years 6 months

Medical Coder

March 2019 - Present (1 year 5 months)

Professional Fee Coder

February 2015 - Present (5 years 6 months)

Cleveland, Ohio

Monitors, reviews and applies correct coding principles to clinical information received from ambulatory areas for the purpose of reimbursement, research and compliance. Identifies and applies diagnosis codes, cot codes and modifiers as appropriately supported by the medical record in accordance with federal regulations. Ensures that billing discrepancies are held and corrected.

Account Representative II

February 2008 - February 2015 (7 years 1 month)

Independence, Ohio

Responsibilities include customer service, insurance billing and follow-up processes for commercial and government payers, insurance verification, cash application, credit balance resolution and/or account reconciliation. Recommends and executes policies and procedures in conjunction with the supervisor to insure the timely resolution of patient service and third

party reimbursement issues to foster an environment of total customer responsiveness.

U.S. BANK HOME MORTGAGE

Mortgage Release Associate

May 2005 - February 2008 (2 years 10 months)

Prepare mortgage releases for several states, order payoff checks; verify municipal procedures to assure accurate mortgage release, scan and bar code loan files.

OHIO SAVINGS BANK

3 years 7 months

Senior Loan Delivery Specialist

October 2003 - February 2004 (5 months)

Identified and resolved file deficiencies in a timely and effective manner by working with Correspondents, Account Executives and other appropriate sources. Verified and input necessary underwriting and / or credit data into system, ensuring data integrity. Required tasks and duties completed on a strict time limit to meet investor deadlines. Listened and responded to customers with courtesy and professionalism. Audited routine to complex loan files to ensure bank and investor requirements are met and that all required loan documentation in such files is accurate and properly executed.

New Loan Set-Up Auditor II

August 2001 - October 2003 (2 years 3 months)

Set up Hazard and Tax insurance information; validated loan information on the database with documents in the loan file; Responsible for maintaining integrity of the database used by loan services to service the customer; Performed various general office and clerical duties.

Records Retention Associate I

August 2000 - August 2001 (1 year 1 month)

Researched customer's request on mortgage files; Performed quarterly purging of paid off loans.

Entered all information regarding customer's mortgage loans on different loan systems; perform various office duties.

Education

Absolute Medical Coding Institute

Medical Insurance Coding Specialist/Coder · (2017 - 2017)

University of Phoenix

Bachelor of Science (BS), Information Technology · (2009 - 2014)

Cleveland Institute of Dental

Certificate, Dental Assisting/Assistant · (1998 - 1999)

Cuyahoga Community College

· (1992)