

STATE OF NEBRASKA
COORDINATING COMMISSION FOR POSTSECONDARY EDUCATION
APPLICATION FOR MODIFICATION OF A RECURRENT AUTHORIZATION TO OPERATE
(new course, program, degree, etc.)

Date: May 13, 2016

Name of Institution:



NATIONAL AMERICAN UNIVERSITY

Street Address: 5301 S. Highway 16

City/State/Zip Code: Rapid City, SD 57701

Central Administration
Name of Contact Person: Michael Trump

Title: Associate General Counsel

Telephone Number: (605) 721-5309

Fax Number: (605) 721-5241

E-Mail Address: mtrump@national.edu

Web site for institution's
location in Nebraska: <http://www.national.edu/locations/campuses/bellevue/>

Bellevue Campus
Name of Contact Person: Susan Wurtele, Ph.D.

Title: Campus Director

Telephone Number: (402) 972-4232

Fax Number: (402) 972-4255

E-mail Address: swurtele@national.edu

Proposed Modification Medical Administrative Assistant - Associate of Applied Science
(name of degree, program, new campus, etc.):

Location in which the National American University - Bellevue Campus
courses/program will be offered: 3604 Summit Plaza Drive
Bellevue, NE 68123

Students will also have the opportunity to participate in online courses offered by the university.

Estimated Enrollment: 35 students per year

Tuition to be charged: \$373.00 per quarter credit hour, effective June 1, 2016

Fee, including those specific to the program:

Matriculation Fee	\$75.00
Instructional Material Fee	varies
(Per course cost for Instructional Support Materials/links for specific courses \$40 to \$100)	
Technology Fee (per credit hour)	\$20.00
Books (estimate \$250 to \$450 per quarter)	\$450.00
Certain courses may also have specialty course fees and professional liability fees	varies

1. Financial soundness of the institution and its capacity to fulfill its proposed commitments and sustain its operations

Please see the financial statements included in the [SEC Form 10-Q](#) quarterly report for the period ended February 29, 2016. (**Attachment 1**)

2. The quality and adequacy of teaching faculty, library services, and support services

- *Number of faculty teaching in the program/s*

The following six persons will teach major core courses in the program. Other university faculty will teach general education courses:

- Brooke Horner
- Carol A Haskin
- Ron D. Maly
- Pamela J. McNutt
- Rebecca S. Loustaunau
- Viviana Pelton

- *Qualifications of each faculty member (vitae, resume, or other biographical information)*

Please see the curriculum vitae for each of the above-named faculty. (**Attachment 2**)

- *Any new library and learning resources needed*

The electronic resources and databases listed below are currently available to students and faculty in the program and are accessed through the NAU online library.

Online Resources and Databases	Description
CINAHL Plus, with full text database (EBSCOhost)	Nursing and allied health research database Full text for more than 770 journals Offers access to health care books, selected conference proceedings, standards of practice, educational software, audiovisuals and book chapters.
Nursing and Allied Health Source (ProQuest)	Over 700 full-text journals
Credo General Reference Premium	57 full-text medical reference ebooks Includes medical dictionaries, encyclopedias, and numerous reference materials on anatomy and physiology, diseases, contemporary health issues, and Harvard Medical School health guides, reports and videos.
Full-Text Journals	Numerous journals, including: <ul style="list-style-type: none"> • AORN Journal • Journal of Perioperative Practice • OR Manager • Anesthesia & Intensive Care • Canadian Operating Room Nursing Journal
Mosby's Nursing Skills	Procedures database with videos, observation check lists, and tests
Guide to Culturally Competent Healthcare	This guide is organized by the Model's domains of culturally competent care and provides key approaches and interventions for working with each cultural group.
Pocket Guide to Cultural Health Assessment	This guide assists health care providers understand both the diversity and similarities between and within nations. By compiling basic cultural, epidemiological,

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Online Resources and Databases	Description
	environmental, and geographic information about cultural groups throughout the world and within nations, health care providers are presented with a snapshot of existing diversity.
SmarterThinking	Offers 24/7 access to an online tutoring service where you can get assistance with paper writing, and offers tutoring in medical terminology and math coursework.
Job & Career Accelerator	Provides useful information for seeking employment, including resume writing specific to the allied health fields

The foregoing resources are part of an expansive collection of electronic resources available through NAU's online library, including an abundance of healthcare journals, research articles, e-books, and other learning resources. Interlibrary loan services are available for any materials that NAU does not own.

The system librarian provides orientations to the electronic educational databases and library resources to new students via webinars, tutorials, and on-demand recordings or orientation sessions, and is available to assist students. In addition, an online Ask-A-Librarian service is available for students, faculty, and staff seven days a week.

3. The quality of the programs offered, including courses, programs of instruction, degrees, any necessary clinical placements, and the institution's ability to generate and sustain enrollment

- Curriculum description including a list of required and optional courses

The Medical Administrative Assistant AAS degree program is designed to prepare students for entry-level administrative positions in a variety of healthcare settings. Administrative duties may include greeting patients, setting appointment times, scheduling hospital admissions, medical transcription, medical record management, insurance coding and billing, bill collections, office compliance, and other general medical office procedures. A medical administrative assistant with sufficient training and experience may become responsible for office management.

The medical administrative assistant program utilizes a combination of lecture and learning activities to address both administrative and general topics. Students have the option to complete a 160 hour practicum during their final quarter of the program. The practicum is required for graduates to be eligible to take the Certified Medical Administrative Specialist credential from the American Medical Technologists. Graduates are not required to be credentialed to be employed in the field.

Course Code	Medical Administrative Assistant AAS Degree Program Course Title & Description	Quarter Credit Hours
ME1100	Introduction to Medical Assisting This course gives the student an introduction to the profession of medical assisting, its scope of practice, and career opportunities available for the medical assistant and medical administrative assistant. In addition, an orientation to the healthcare environment, receptionist duties, computers in healthcare, communication skills, and office maintenance are emphasized.	4.0
ME1140	Medical Terminology for Health Professions Students develop a working knowledge of the medical vocabulary utilized in medical records and reports, laboratory findings, and communication in healthcare settings.	2.0
ME1750	Medical Transcription I This course introduces the student to the use of word processing and transcribing equipment in order to produce a variety of medical reports.	4.0

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	Medical and English language skills, report formats, and medical references are emphasized.	
ME2211	Human Pharmacology This course introduces the allied health student to the study of drugs and drug therapy. Emphasis is placed on identifying drug actions, drug names, routes of administration, and adverse effects	4.0
ME2250	Medical Law & Ethics This course emphasizes legal principles, procedures, and regulations which affect the control, use, and release of health information, including HIPAA.	4.0
ME2260	Medical Record Management This course is designed to introduce the student to standard and electronic medical record systems and management. The medical record will be viewed from various aspects including the medical record release, standard information included in a medical record, medical record formats, types of filing systems, procedure to make corrections to a medical record, medical records storage, along with procedures for inactive record storage.	4.0
ME2515	Introduction to Pathophysiology I This course provides an introduction to pathophysiology and the related changes that occur in normal human physiologic processes. Course content and learning activities emphasize the description, etiology, clinical manifestations, and treatment for diseases and disorders of the major body systems.	4.5
ME2611	Healthcare Coding & Billing I The focus of this course is learning the basics of third party reimbursement. The medical topics of Medicare fraud and abuse, Centers for Medicare and Medicaid regulations, HMO's, LMRP's and PRO's are discussed. Application of diagnostic and procedure rules for current coding systems are used in coding patient diagnosis and services and completing insurance claim forms.	4.0
ME2612	Healthcare Coding & Billing II Advanced practical experience in insurance billing and coding is the focus of this course. Students will abstract proper information from the patient record to the insurance form, code diagnoses and physician services to complete an insurance claim, and follow up on unpaid claims. Special attention will be given to proper use of current coding systems and third-party reimbursement issues.	4.0
ME2620	Medical Office Procedures with Software Applications This course is designed to provide allied health students with practical application skills and knowledge in medical office administrative duties in manual and computerized methods. The following areas of medical office management are emphasized: administrative responsibilities and procedures, telephone techniques, appointment scheduling, and medical practice finances.	4.0
ME3321	Medical Administrative Assistant Practicum The medical administrative assistant practicum is designed to allow the student to obtain practical experience in a healthcare setting. An unpaid, supervised practicum in a healthcare setting performing administrative procedures within the scope of the student's training are addressed.	
OR	OR	4.0
HA3010D	Introduction to Healthcare Delivery This course provides an introduction to healthcare delivery in the United States from a systems theory perspective. Topics of study include the types of professionals employed in health care, the institutions that provide services across the care continuum, and the effects of internal and external	

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	environments on the healthcare delivery system. Developments in the evolution of health care in the U.S. and changes in the current healthcare environment will also be examined.	
MT1050	Introduction to Business This is an introductory course to the world of business. The student will learn business concepts, the global market place, corporate social responsibility, the legal environment in business, types of business ownership, management techniques, human resource fundamentals, marketing concepts, production & distribution of goods, and financial management.	4.5
AC2760	Financial Accounting for Managers This course is designed for the non-accounting major who needs a background in accounting from the viewpoint of management. The emphasis is on using accounting information to aid in managerial decision making.	4.5
EN1150	Composition I This course is designed to help students gain confidence and proficiency in basic writing skills. Students are introduced to principles and strategies that will help them to write and revise clearly, concisely, and coherently. Students write essays wherein organization and proper usage are stressed. Emphasis is also placed on introductory concepts of the research process.	4.5
EN2100	Speech This course is designed to improve skills in group discussion and extemporaneous speaking for practical application in personal, social, and business situations. Techniques of audience analysis, listening behavior, and problem-solving are covered.	4.5
OR EN2150	OR Interpersonal Professional Communication This course provides students with information and practice in professional communication skills. Students will write memos, develop and present information to the class, practice meeting facilitation skills, examine individual and group decision making, and practice dealing with conflict situations.	
SC1221	Essentials of Human Anatomy and Physiology with Lab Designed for allied health learners with little or no biology knowledge, this course provides an introduction to the essentials of anatomy and physiology. Throughout the course students will demonstrate knowledge of the complementary relationship between structure and function of the human body, as well as the integration of systems to maintain homeostasis. Students will apply this fundamental knowledge to explain common diseases, disorders or conditions and make recommendations that promote individual health, regardless of age or gender. Laboratory activities are imbedded in this lecture-based class to optimize student assimilation and retention of content.	6.0
MA2000	Quantitative Reasoning This course enhances students' quantitative reasoning skills using inductive and deductive reasoning. Content focuses on connections between mathematics and the society in which we live. Students will explore sets and truth tables to order and classify information and use logic more effectively. Other topics include number theory, mathematical modeling, percent, measurement, counting methods, probability theory and statistical methods.	4.5
HUXXXX	Humanities Elective	4.5

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PS2000	Human Growth and Development This course is designed to increase the student's knowledge and understanding of growth and development at each age and stage throughout the lifespan. Concepts and theories about physical, cognitive, social, and personality development over the life span are presented. Emphasis is placed on issues and theoretical perspectives in the field, genetic and environmental influences, the development of basic human abilities, and the development of self in society.	4.5
CS1200	College and Career Success I This course gives students the knowledge and skills necessary for success in NAU's programs and their careers. It introduces new students to technology resources, career exploration, and academic skills as they examine their own skill set and those needed in specific professions. As they analyze various models of thinking and self-reflection, participants will explore learning skills and college success tools. They will develop practical examples of documents, presentations, and email suitable for personal and professional purposes.	5.0
CS1300	College and Career Success II Students will develop the critical thinking and mathematical reasoning skills they need to be successful in college studies and in everyday situations that require mathematical solutions.	5.0
CS2086	Career Path Planning This course introduces graduating students to knowledge and skills that will help them secure professional employment. With a focus on the value of lifelong learning, it teaches students how to use open web and library resources for career advancement and planning. Students will practice goal-setting for career and finances, perform a skills gap analysis, and develop a plan to close their skills gap. Students will exit the course with a completed business card, cover letter, and resume.	2
Total Quarter Credits		92

- *Any licensure or certification requirements for the field/s and the way in which the institution will meet them*

Graduates are not required to be licensed or credentialed to be employed in the field. Students have the option to complete a 160 hour practicum during their final quarter of the program. The practicum is required for graduates to be eligible to take the Certified Medical Administrative Specialist credential from the American Medical Technologists.

- *Any new instructional equipment required for the program/degree*

Not applicable

- *Assurance that the institution will be able to secure clinical placements for students if the program/degree requires them*

Students who wish to perform a practicum may do so in medical clinics, chiropractic offices, long-term care facilities, hospitals, surgical centers, etc. Students enrolled in the university's existing AAS Medical Assisting program offered at the Bellevue campus have been successful in securing practicums. The same success is anticipated for students in the Medical Administrative Assistant program.

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- *Estimated enrollments and the basis for the estimate*¹

Approximately 12 students are currently interested in enrolling in the AAS Medical Administrative Assistant program, if approved by the Commission. Annual enrollment is estimated at 20 students per year. This estimate is based upon student interest and data obtained from the United States Department of Labor Bureau of Labor Statistics, which projects that employment of medical administrative assistants, aka medical secretaries, will grow 20.5 percent from 2014 to 2024, as reported in the Occupational Outlook Handbook, retrieved May 13, 2016.

Herzing University, Kaplan University, and ITT Technical Institute may offer similar programs in the Omaha metro area.

- *Comparison of the program with that offered on the main campus or other campuses of the institution (if applicable)*

The program will be of comparable quality to the programs offered at the university's other locations. To maintain quality and uniformity of instruction across the university system, curriculum is developed by a program curriculum, assessment, and persistence (CAP) committee. Recommendations of the committee are submitted for approval by the respective college council.

In addition to developing curriculum, the CAP committee periodically assesses student learning through its established assessment plan and makes changes, where necessary, to courses and program requirements to maintain and improve quality. As a result, students in the program will use the same course syllabi, textbooks and other instructional material, and participate in the same outcomes assessment activities as students at other university locations.

The university will allocate sufficient physical, financial, and human resources to provide quality learning for students in the program, as it has done for students attending classes at its other locations. Faculty and staff at the Bellevue campus will receive support from skilled and experienced staff at the university's central administration in Rapid City, South Dakota.

- *Relationship between the hours of instruction and the credits awarded*

The university offers courses on an academic quarter system. One quarter credit requires ten hours of instruction. As a result, a 4.5 quarter credit course requires 45 hours of instruction.

4. *The specific locations where programs will be offered or planned locations and a demonstration that facilities are adequate at the locations for the programs to be offered*

Subject to Commission approval, the program will be offered in the existing building located at 3704 Summit Plaza Drive, Bellevue, NE 68123. Students will also have the opportunity to participate in online courses offered by the university. The floor plan for the facility is depicted below.

¹ Please note that estimates of enrollment may be considered forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 regarding business of National American University Holdings, Inc. (NAUH), which speak only as of the date of this application and are based on current beliefs and expectations and involve a number of assumptions. These forward-looking statements include outlooks or expectations for earnings, revenues, expenses or other future financial or business performance, strategies or expectations, or the impact of legal or regulatory matters on business, results of operations or financial condition. Specifically, forward-looking statements may include statements relating to the future financial performance of NAUH; the ability to continue to receive Title IV funds; the growth of the market for NAUH's services; expansion plans and opportunities; consolidation in the market for NAUH's services generally; and other statements preceded by, followed by or that include the words "estimate," "plan," "project," "forecast," "intend," "expect," "anticipate," "believe," "seek," "target" or similar expressions. These forward-looking statements involve a number of known and unknown risks and uncertainties or other assumptions that may cause actual results or performance to be materially different from those expressed or implied by those forward-looking statements. Other factors that could cause NAUH's results to differ materially from those contained in its forward-looking statements are included under, among others, the heading "Risk Factors" in NAUH's Form S-1 on file with the Securities and Exchange Commission. NAUH assumes no obligation to update the information contained in this release.

6. *Whether such institution and, when appropriate, the programs, are fully accredited, or seeking accreditation, by an accrediting body recognized by the U.S. Department of Education*

- *Any programmatic accreditations for the new program/degree*

The Medical Administrative Assistant program does not require programmatic accreditation.

- *Status of programmatic accreditation*

Not applicable

- *Institutional Accreditation*

National American University is accredited by the Higher Learning Commission
Web site: <http://hlcommission.org> | Telephone: (800) 621-7440 / (312) 263-0456

7. *The institution's policies and procedures related to students, including, but not limited to, recruiting and admissions practices*

- *Admission requirements for the program/degree*

The following admission requirements are set forth in the university's 2015-2016 undergraduate catalog:

Regular Admission

For admission to one or more of NAU's diploma or undergraduate degree programs, students must:

1. Complete and submit a Student Application for Admission (Go to www.national.edu); and
2. Have graduated from a recognized high school (or the U.S. Department of Education-accepted equivalent); or
3. Submit an official transcript from an accredited U.S. higher education institution indicating completion of a post-secondary education program of at least two years in length with a minimum cumulative grade point average of 2.0. The official transcript request must be completed during the application process for university approval during the first term of attendance. Students who received their secondary education outside the United States, United States territories, or Department of Defense-recognized U.S. high schools located on military bases outside the territorial United States must provide evidence of secondary-level education completion. Students must submit one or more of the following document(s) during the first term of attendance for university approval prior to the end of the first term:
 - a. An official document evidencing completion of the equivalent of a U.S. high school education (Go to International Undergraduate Student Admissions at www.national.edu for further details on country-specific equivalencies of U.S. high school education.). International documentation may include an official academic transcript or marks sheet and/or examination results (Diplomas or certificates of government examinations must show the academic subjects passed, and grades/marks received. All records should be submitted in the original language, and credentials written in languages other than English must be accompanied by a certified English translation. Translations should be literal and not interpretive. A key to the marking system or grading scale should also be included if it is not indicated on the transcript.); or
 - b. An original General Education Development (GED) examination report demonstrating passing marks for the overall examination; or
 - c. An official transcript that indicates completion of a post-secondary program of at least two years in length with a minimum cumulative grade point average of 2.0/4.0 or the equivalent from (i) an international higher education institution that is approved by the country's national ministry of education or appropriate approval body or (ii) an accredited U.S. higher education institution (Transcripts should show marks and credits earned for all post-secondary work. All records should be submitted in the native language, and

credentials written in languages other than English must be accompanied by a certified English translation. Translations should be literal and not interpretive. A key to the marking system or grading scale should also be included if it is not indicated on the transcript.).

Non-Native English Speaking Students

In addition to the above-listed requirements, NAU requires all non-native English speaking students to demonstrate sufficient command of the English language necessary to succeed in college-level classes taught in English. The English proficiency requirement can be satisfied through one of the following before attending any course at the university. Students must:

1. Provide an official Test of English as a Foreign Language (TOEFL) score report indicating a minimum score of 520 for a paper-based, 190 for a computer-based, or 68 for an Internet-based exam. (The TOEFL must have been taken within the past two calendar years. Official test scores must be sent from the testing agency to National American University. When ordering TOEFL test results, include the university's school code of 6464.); or
2. Provide an official Test of English for International Communication (TOEIC) score report indicating a minimum score of 750 (not applicable to students enrolled in the nursing program).
3. Provide an official International English Language Testing System (IELTS) score report with an overall minimum score of 5. (The IELTS must have been taken within the past two calendar years. Official test scores must be sent from the testing agency to NAU.); or
4. Provide evidence of completion of two semesters (or the equivalent) of college-level English (excluding ESL courses) with a grade of "C" or higher at an accredited college or university whose language of instruction is English; or
5. Provide evidence of English language proficiency by completing the Accuplacer ESL English assessment exam with minimum scores in the following categories:
 - Reading skills of 102 or higher.
 - Sentence meaning of 100 or higher.
 - Language usage of 95 or higher.
 - Writing sample of 5 or higher.

Additional documentation in support of an application under this provision may be requested as deemed necessary by NAU. The university reserves the right to reject documentation or to request verification of documentation as may be necessary. Admissions documentation is considered the property of the university and will not be returned to the applicant (some exceptions may apply). The university reserves the right to reject any submitted application for enrollment.

Full-time Students

Students who enroll for 12 or more credit hours per quarter are considered to be full-time.

Part-time Students

If a student chooses not to attend full-time, a schedule may be arranged for one or more courses. Credits earned may be applied to degree or diploma programs.

Special Students

A special student is one who is not enrolled in a diploma or degree program. Special students are generally not eligible for federal financial aid. However, alternative loan programs may be available. Contact an NAU financial services representative for more information.

Transfer Students

Students who have successfully completed course work at other accredited post-secondary institutions may apply for admission to NAU. University policies on transfer credits, residency requirements, and other admissions requirements are outlined in this catalog.

- *Anticipated methods of recruiting students in Nebraska*

Anticipated methods of recruiting students in Nebraska include television commercials, online inquiries, student referrals, job and career fairs, and business-to-business recruitment.



NATIONAL AMERICAN UNIVERSITY

FACULTY CURRICULUM VITAE

Carol A Haskin
Home: 402-483-4125

4521 Meadow Lane
Lincoln, NE 68506

EDUCATION and CERTIFICATES

2013 Certified Postsecondary Instructor – NCCT

2013 Certified Allied Health Instructor - AMT

2001 Master's Degree in Business Administration – Bellevue University

1999 Bachelor's Degree in Business Management - Bellevue University

o Accounting & Computer Science - Minor

1998 EMS Instructor Training @ Central Community College – Hastings, NE

1998 National Registry of Emergency Medical Technicians - Registered EMT-B

1997 EMT-B Training @ Central Community College – Hastings NE

1987 American Society of Clinical Pathologists Registry Test – Certified Phlebotomist

1984 American Medical Technologists National Registry Test – Registered MA

1984 Aristotle College of Medical and Dental Technology - Medical Assistant

1984 American Heart CPR Instructor – Methodist Hospital – Indianapolis, IN

EXPERIENCE

EMPLOYER: National American University

ADDRESS: 3604 Summit Plaza Dr

FROM: June 9, 2014 to Present

PHONE: 402-972-4250

CITY/STATE/ZIP: Bellevue, NE 68123

JOB TITLE: MA Adjunct Instructor

SUPERVISOR: Ron Maly – Medical Assisting Program Coordinator

EMPLOYER: Mission Group Kansas

ADDRESS: 3000 South 84th Street

FROM: December 18, 2012 to Present

PHONE: 402-514-2500

CITY/STATE/ZIP: Omaha, NE 68412

JOB TITLE: MA Lead Instructor

SUPERVISOR: Christine Bieschel – Campus Director

EMPLOYER: Dept. of Labor

ADDRESS: 550 South 16th Street

FROM: October 2010 to April 2011

PHONE: 402-471-2075

CITY/STATE/ZIP: Lincoln, NE 68508

JOB TITLE: UI Claims Specialist (Temp)

SUPERVISOR: Charles Arnold, Department of Labor
Steve Richman, Direct Supervisor

EMPLOYER: Kaplan University

ADDRESS: 1821 K Street

FROM: March 2009 TO October 2010

PHONE: 402-474-5315

CITY/STATE/ZIP: Lincoln, NE 68508

JOB TITLE: Adjunct Instructor
Business Management/ Accounting /
Medical Assisting Instructor

EMPLOYER: EBM Corporations
ADDRESS: 1014 Sherwood Road
FROM: 4/2005 TO 3/2009

PHONE: 402.371.2945
CITY/STATE/ZIP Norfolk, NE 68701
JOB TITLE: Human Resources and
Accounting Manager

SUPERVISOR: Jim Matthews, Comptroller

- Prepared monthly regulatory and internal reports, budgets and financial statements. Responsible for general ledgers of four companies. Supervise accounting staff.
- Performed professional and technical level accounting work in the day-to-day maintenance of account and /or financial records in one or more established accounting systems.
- Prepared bi-weekly payrolls, completed all payroll tax reports and electronic payments.
- Monitored information for all benefit deductions using Excel spreadsheets.
- Processed garnishment/child support deductions and maintain and calculated paid time off records. Trained new staff in policies and procedures.
- Verified data entered into a financial management system and performed adjustments to correct errors.
- Reviewed data on vouchers, invoices, computer printouts and other financial documents to ensure the information is accurate and complete and meets the established corporate requirements.
- Assisted with development of budgets, forecasting and reconciliation to actual.
- Performed accounts receivable and accounts payable duties.

EMPLOYER: Spine & Ortho Surgery Assoc
ADDRESS: 1215 1ST Ave
FROM: Jan 2002 TO June 2003
Full Time Position

PHONE: 308.237.0889
CITY/STATE/ZIP: Kearney, NE 68847
JOB TITLE: Office Manager

- Clinic Manager for Orthopedic office. Supervised office staff (15) and set-up a more efficient chart filing system, an area for sterilizing instruments, and a secure area for drug samples. Supervised insurance billing and coding of procedures.
- Supervised the daily operations of the clinic including AP/AR and payroll. Trained new staff in policies and procedures.
- Initialized new financial policies to improve cash management.

EMPLOYER: St. Luke's Nursing Home
ADDRESS: 2201 East 32nd Place
FROM: 1997 TO 2001

PHONE: 308.237.3108
CITY/STATE/ZIP: Kearney, NE 68847
JOB TITLE: Business Office Manager

SUPERVISOR: Kevin Moriarty, Administrator
(Letter of recommendation attached)

- Business Office Manager in charge of coordination, directing, monitoring and supervising accounting staff. AR/AP and payroll.
- Trained new staff in policies and procedures to comply with corporate guidelines.
- Worked directly with Medicaid, Medicare and LTC insurance for the financial benefit of residents.
- Prepared monthly financial and budget reports to comply with state and federal government accounting regulations.
- Assisted Administrator with financial management consultation and modifying budget analysis.
- Used computerized accounting software to adhere to federal and state laws and regulations applicable to accounting/finance GAAP.
- Analyzed general ledger accounts using standard record keeping methods, word processing and spreadsheet computer programs and accounting software.
- Proficient with Peachtree, Quick Books Pro, Great Plains, Timberline and Job Boss accounting software.

STUDENT – WORKING ON DEGREES – BACHELORS AND MASTERS 1996 – 2001

1994 – 2000 Good Samaritan Hospital – Kearney NE. CPR Instructor (part time)
As needed for evening or weekend classes.

1998 – 2001 Central Community College – Hastings, NE Evening Adjunct EMS Instructor
EMT–B Training 26 Weeks Course – 114 Classroom hours and 15 hours hands-on training.

EMT-B classes held for: Red Cloud Volunteer Fire Department (12 students)
Axtell Volunteer Fire Department (14 students)

RELOCATED FROM INDIANA TO NEBRASKA Sept 1993

EMPLOYER: Aristotle College PHONE: School has closed
ADDRESS: US Hwy 31 CITY/STATE/ZIP: Indianapolis, IN
FROM: 1988 - 1993 JOB TITLE: Medical Assisting Instructor
SUPERVISOR: Betty Stockton, Administrator
(Letter of recommendation upon request)

- 1988 – 1991 - Evening Adjunct Medical Assisting Instructor - teaching lab procedures, classroom lectures and medical terminology.
- 1991 – 1993 Advanced to full – time instructor Medical Assisting Instructor - teaching morning, afternoon and evening classes and in 1992 promoted to Head Instructor.

1984 – 1993 Methodist Hospital – Indianapolis, IN On-Call position
CPR Instructor as needed for classes

EMPLOYER: Indiana Hand Center PHONE: 317.875.9105
ADDRESS: 8501 Harcourt Road CITY/STATE/ZIP: Indianapolis, IN
FROM: 1988 - 1991 JOB TITLE: Laboratory Manager
Full-Time Position

- Obtained vital signs, performed EKG's, and blood draws for pre-op testing.
- In charge of on-site lab and calibration of equipment.
- Performed the pre-op blood tests, such as CBC's (including platelet count) and electrolyte analysis using a Coulter Counter.

EMPLOYER: Winoma Memorial Clinic PHONE: 800.962.5819
ADDRESS: 3232 N. Meridian CITY/STATE/ZIP: Indianapolis, IN
FROM: 1984-1988 JOB TITLE: Mgr of Special Billing Dept
Full time Positions MA in Oncology Office

April 1987 to Dec 1988 MA in Oncology Office

- Assisted in collecting tissues samples or bone marrow for biopsies using a sterile field.
- Answered phones, booked appointments, scheduled out-patient testing.

TRANSFERRED WITHIN THE CLINIC TO ONCOLOGY OFFICE

May 1984 to April 1987 - Manager of Special Billing Dept duties included:

- Department Manager for special billing where we were selected to be a test facility for Medicare and Medicaid electronic filing of claims to Indiana Blue Cross Blue Shield.
- Filed claims for HMO's, PPO's and secondary billing.

Brooke Horner, RDH

11302 W. Bekemeyer
Wichita, KS 67212
316-312-0668
brookehorner@sbcglobal.net

EDUCATION AND HONORS

- Bachelor of Science in Dental Hygiene, Wichita State University, Wichita, Kansas May 2009
- Graduate Honor – Cum Laude
- Associate of Science in Dental Hygiene, Wichita State University, Wichita, Kansas May 2008
- Associate of Science, Butler County Community College, El Dorado, Kansas December 1997
- Focus of study – Business/Education

WORK EXPERIENCE

Wichita Area Technical College

Adjunct Instructor

08/14-Present

- Focus of instruction in the dental assisting program, specifically radiology, dental science/emergency, anesthesia, clinical experience and observation of clinical rotations
- Preparation of lecture material, quizzes, tests and clinical activities
- Instruct students on proper technique and safety of dental procedures, as well as emergency protocol
- Train students on proper use of anesthesia and nitrous oxide administration

National American University

Adjunct instructor

01/11-Present

- Subject matter expert for course development
- Tutoring
- Focus of instruction in the medical assistant and medical administrative assistant programs
 - Preparation of lecture material, quizzes and tests, instruct students on proper technique for typing medical records, importance of medical records and proper use of electronic medical records

Via Christi Clinic, Wichita, Kansas

Registered Dental Hygienist

05/09-10/13

- Perform all duties required for a RDH, including but not limited to complete prophylaxis treatment, SRP, radiographs, periodontal exam, cancer screening and patient education
- Experience with EagleSoft and Dentrix electronic record keeping systems
- Dental coding for insurance and billing

Excel Transcription, Wichita, Kansas

08/00-09/13

Owner/Administrator/MT

- Manage a medical records office involving clientele from a variety of specialties, including but not limited to family practice, dermatology, infectious disease, radiology, orthopaedic, psychology, gastroenterology and cardiology
- Enforcement of HIPAA compliance with all staff
- Accounts receivable/payable, including payroll
- Evaluation of employees for quality assurance and delegation of work load
- Problem solving and employee conflict resolution to promote positive work environment
- Training/education
- Editing of transcribed work and employee support with research to complete documentation
- Customer service satisfaction
- Management/integration of electronic medical records

Brooke Horner, RDH

11302 W. Bekemeyer
Wichita, KS 67212
316-312-0668
brookehorner@sbcglobal.net

LICENSURE/CERTIFICATIONS

- Registered Dental Hygienist through Kansas Dental Board
- Certified Dental Assistant through DANB
- Certification: Health Care Provider CPR, Nitrous Oxide/Local Anesthesia

SKILLS

- Proficient with Microsoft Office, including Word, Excel, PowerPoint, Spreadsheets, Database Publisher and Outlook
- Experiences with Blackboard, Angel, Canvas and D2L learning/teaching software
- Typing speed of 90+ wpm
- Experience with electronic medical records and electronic recording systems
- Management of employees, schedules and assignments of job duties
- Knowledge of HIPAA regulations and CODA standards for accreditation
- Basic knowledge of employee and independent contracting law
- Work well under pressure and with deadlines

COMMUNITY INVOLVEMENT

- Night of the Living Zoo, 2007
- Sealant Clinic at WSU, 2008
- Give Kids A Smile, 2008, 2009, 2011
- Child ID Toothprints for USD 259, 2008
- Dental Screenings for USD 259, 2009, 2010, 2011

PROFESSIONAL REFERENCES

Paula Phelps
Cowley County Community College
Online Director
316-640-5289

Jeanne Freeman
Office Manager
Amity Health
316-871-7608

Shelly Clark
Clark MT Services
316-13640-6814

Robin Mies
Via Christi Clinic
316-689-9401

Rebecca S. Loustaunau

Seeking Valuable Director of Quality / Compliance Role

9677 Eagle Ranch RD. NW Apt # 1833 • (505) 508-8779 • suzanneloustaunau@yahoo.com

Results-focused leader specializing in driving quality / compliance operations by initiating dynamic solutions to support key goals eager to offer talents toward maximizing your success.

Profile of Qualifications

*QUALITY MANAGEMENT • REGULATORY COMPLIANCE • KEY PERFORMANCE INDICATORS • HIPAA • OSHA • TEAM BUILDING
OPERATIONS MANAGEMENT • STRATEGIC ANALYSIS / PLANNING • TEAM TRAINING • POLICY / PROCEDURE DEVELOPMENT
DATA / RECORDS MANAGEMENT • AUDITING • PROCESS IMPROVEMENT • EXECUTIVE ADVISEMENT • BUDGET CONTROL*

- Integral leader who offers proven experience in large-scale quality control / compliance optimization, including demonstrating skill in implementing policies, programs, and procedures for all operational aspects of a healthcare organization, as well as exhibiting familiarity with state / federal healthcare laws.
- Ambitious self-starter who regularly implements new standards of quality assurance to exceed goals.
- Excellent communicator who seamlessly interfaces among executives, hospital teams, and customers.

Recent Career Highlights

- Generated \$15 million in revenue for Lovelace Medical Center as a Quality Management Data Analyst.
- Led Quality Council meetings, and submitted all data to TJC and CMS for 26 Ardent Medical Centers.
- Wrote and implemented new QA reports for executive management and monthly Lovelace center news.
- Reviewed and / or modified QA programs to meet and improve overall hospital rating of core measures and quality compliance, along with formulating policies and procedures necessary for data management.
- Recognized for job excellence as "Employee of the Quarter" for Lovelace Medical Center, and attained notice in the LMC newsletter for publication of two quality articles about KPIs used in hospitals.
- Recognized and received Teach Award for Continuous Improvement from Devry University.
- Helped to implement new educational curriculums for Medical Assistant students.
- Implemented new work practices to teach Medical Instructors new teaching strategies for their classrooms.
- Received recognition from Devry University for implementing programs to achieve highest passing rate of Medical Assistant exam and placement rates for the community.

Professional Experience

Medical Assistant Program Director

Carrington College, Albuquerque, NM

2012-Present

- Deliver undergraduate / graduate instruction, including developing and reviewing curriculum; preparing engaging assignments; and implementing student policies / procedures, class syllabi, and learning plans.
- Prepare and teach materials for students to apply in passing the Registered Medical Assisting Examination, including initiating new strategy programs to students and faculty to achieve highest percentage of passing rates.
- Review and Implement new CQI programs to continue success of the Medical Assisting Program for the University.
- Review Individual Performance Goals of faculty and educate on teaching strategies and classroom techniques to encourage students engagement of educational studies.
- Review and Implement new lab techniques to ensure compliance and regulatory requirements are in alignment with corporate and Department of Education.
- Meet and discuss with students Satisfactory Academic Progress, implement student success plans to achieve desired G.P. A.
- Conduct site visits on externs to grade academic progress in externships.

- Work closely with all educational departments and report to the Dean of Academic Affairs within the College. Implement new educational programs for students and the college.
- Deliver continuous QA training and faculty meetings regarding student and educational issues within the organization.

Quality Manager

LOVELACE MEDICAL CENTER, ALBUQUERQUE, NM

2007-2012

- Utilize broad scope of industry knowledge toward designing forward-thinking quality regulations and evaluations based on monitoring data flow against quality standards, including proactively collecting and analyzing quality assurance data to identify areas of performance gaps and additional QI issues.
- Expertly review and submit CDAC charts to TJC and CMS, including preparing quality data to ensure CMS / TJC laws and regulatory compliance, as well as guaranteeing adherence to JCAHO regulations.
- Build and sustain productive operations by delivering team-based training to improve quality assurance.
- Collaborate with executive and corporate-level personnel to implement new KPI reports and QA plans.
- Deliver resourceful QA training and presentations to hospital departments regarding quality checking.

Professor – Allied Healthcare

NATIONAL AMERICAN UNIVERSITY, ALBUQUERQUE, NM

2011 – PRESENT

- Utilize broad scope of industry knowledge to present forward-thinking courses in Medical Law & Ethics, Medical Office Procedures, and Medical Assisting by employing effective teaching methodologies.
- Deliver undergraduate / graduate instruction, including developing and reviewing curriculum; preparing engaging assignments; and implementing student policies / procedures, class syllabi, and learning plans.
- Effectively assess student proficiencies to produce balanced and objective performance evaluations, and tactfully and effectively communicate students' strengths and weaknesses via personalized meetings.
- Prepare and teach materials for students to apply in passing the Registered Medical Assisting Examination, including initiating new strategy programs to achieve highest percentage of passing rates.

Professional Experience (continued)

Human Resources / Medical Records Supervisor

NEW MEXICO DEPARTMENT OF CORRECTIONS, LOS LUNAS, NM

2007 – 2008

- Applied strong leadership talents toward directing medical records operations, including designing new interdepartmental policies, procedures, and modified job descriptions; evaluating weekly processes for optimal functionality; participating in annual protocol review; and conducting on-going staff training.
- Drove operations growth by recruiting, training, mentoring, and managing top-performing employees.
- Verified confidential information release in accordance with New Mexico State laws, and conducted random audits of comprehensive medical charts to verify core accuracy and compliance at all times.

Education

Master's Degree in Healthcare Management

(Human Resource Management & Law Emphasis, Highest Honors, 4.0 GPA)

NATIONAL AMERICAN UNIVERSITY

Bachelor of Science in Healthcare

(Healthcare Management Policies & Strategies Emphasis, Summa Cum Laude, 3.9 GPA)

NATIONAL AMERICAN UNIVERSITY

Associate of Science in Medical Assistant

(Summa Cum Laude Honors, 4.0 GPA)

Recipient, Highest Academic Achievement Award
Member, National American University Student Advisory Board

Technical Summary

Health Information Systems • Quality Management – Medical Records / Documentation • EMS
CPR Certified • BLS Certified • HIPAA • OSHA • Phlebotomy • Patient Assessments • Lab Procedures
Microsoft Office (Word, Excel, PowerPoint) • Midas • Data Warehouse • QualityNet • ICD / CPT Coding

Professional Affiliations

Member, Alumni Association, National American University
Member, American Association of Medical Assistants (AAMA)

RON D. MALY
1146 N. Hackberry Street
Wahoo, Nebraska 68066
(402) 917-4843
Email: dm92316@windstream.net

EDUCATION

University of Nebraska at Omaha
Master of Arts, Biology

Omaha, Nebraska
May, 1992

THESIS TITLE: "The Effects of Cimetidine, Dexamethasone Disodium Phosphate and Methacholine Chloride on Movement, Vocalization and ACTH Concentrations in 17-Day-Old Rat Pups Following Separation From the Dam"

Midland Lutheran College
Bachelor of Science, Biology/Natural Science

Fremont, Nebraska
May, 1989

Graduate Course work

Biology / Microbiology	Biochemistry	Statistics
Organic Chemistry	Anatomy and Physiology	Ecology
Genetics	Cellular Biology	Endocrinology
Vertebrate Embryology and Anatomy	Vertebrate Zoology	Histology
Photosynthetic Light Harvesting	Advanced Readings in Genetics	
First Aid and Safety		
Laboratory Research: Adrenocorticotrophic Hormone and Radio immunoassay	Identification	

WORK EXPERIENCE

May 2013 – Present **Published Author, Pearson Publishing**
Pearson Publishing,
Upper Saddle River, New Jersey

- Co-authored "*Pearson's Comprehensive Medical Assisting, 3rd ed.*" (2014).
- Accuracy checker and reviewer for numerous Medical Assisting and Pharmacy Technician textbooks.
- Provided quick turn around on time sensitive projects; never late.

December 2011 – Present **Medical Assisting Program Director**
National American University,
Bellevue, Nebraska

- Developed and implemented the Medical Assisting and Pharmacy Technician Programs including securing and maintaining externship sites.
- Maintained student records, gradebooks, supply inventories, textbook and equipment/supply ordering and student advising.
- Classroom and laboratory lecture, instruction and supervision.
- Supervised adjunct and full-time medical instructors.
- Attended local, regional and national conferences for National American University.
- Developed system wide curriculum for both online and on-ground clinical laboratory courses.

September 2009 – December 2011 **Medical Assisting and Medical Billing, Insurance and Coding Director**
Omaha School of Massage and Healthcare of Herzing University,
Omaha, Nebraska

- Developed and implemented the Medical Assisting and Medical Billing, Insurance and Coding Programs including securing and maintaining externship sites.
- Maintained student records, gradebooks, supply inventories, textbook and equipment/supply ordering and student advising.
- Classroom and laboratory lecture, instruction and supervision.
- Supervised adjunct and full-time medical/billing and coding instructors.
- Attended local, regional and national conferences for Herzing University as well as yearly ABHES national conferences.

- Medical Assisting Subcommittee Chair, Herzing University (2011).
- Registered Medical Assistant, issued by AMT (2010 – current); Certified Pharmacy Technician, issued by PTCB (2006 – current).
- Memberships: Nebraska Pharmacists Association (2005); Southwest Iowa Pharmacists Association (2005); AAMA (2007); AMT (2010); AHIMA (2010).
- 2003 - 2004
Omaha Phonics All-Stars, Inc. Volunteered to help low income, disadvantaged and minority children learn phonetics of the English language.
- 1991 – 1998
Numerous scientific posters presented at the 1994, 1997 and 1998 ASMS conferences on Mass Spectrometry and Allied Topics.
- Maly, R.D. 1991
Completion of Master's Thesis. UNO Department of Biology Research: 1991.

REFERENCES *(Available upon request)*

April 27, 2013

To Whom It May Concern:

Re: Medical Assisting Program Coordinator

I am contacting you regarding your advertised position in your organization. Enclosed is my resume for your review.

As my resume reflects, I have had many years of front office management and clinical experience. My resume outlines significant contributions to each of my employers which resulted in increased profitability. In each of my office management positions I have re-organized systems to increase efficiency and patient/customer satisfaction. I believe I would be an asset to your organization. I have also had experience teaching in vocational schools in Wichita to further my career.

I also have grant writing experience and obtained items such as computers, monitors, software for Andover Senior Center. I also applied for a wind farm grant in Butler County to help in the remodel of kitchen facilities should the Board of Directors decide to proceed with this project at the center.

I completed a Bachelor's Degree in Business Administration from Baker University in May of 2009. I also completed a Master's Degree in Conflict Management and Dispute Resolution in March of 2011.

In March of this year I was appointed to Lead Instructor of the Medical Department at our Wichita campus. I am also pursuing my doctoral degree in Business and Health Care Administration.

After you have reviewed my resume, I would like to meet with you to discuss your needs and my qualifications. I look forward to hearing from you soon.

Sincerely,

Pamela J. McNutt, RMA - AMT
612 Belmont Ave.
Augusta, Ks. 67010
316 871-5613 or 316-259-8132 Cell
E-Mail pamela.mcnutt@yahoo.com

Professional Experience

Wright Career College
7700 E. Kellogg
Wichita, Ks. 67207
(316) 927-7700
April 2011 – Present

Instructor for day and evening classes of Medical Insurance Coding Labs I through 4 and Insurance and Reimbursement Methodologies. Business courses of Windows and Document/Report Processing Fundamentals, Law & Ethics, Body Systems A & B, Psychology, and Customer Service courses. Teaching classes during the day and evening in diploma and associate programs.

Department of Veterans Affairs
Robert J. Dole Medical and Regional Office Center
5500 E. Kellogg
Wichita, Ks. 67218
(316) 651-3625
October 2010 – February 15, 2011

Medical Support Assistant of management of computerized medical records and veteran's health information. Medical administration work in support of the care and treatment given to patients. Answering questions and/or direction to appropriate sources regarding appointments and scheduling.

Andover Senior Citizen's Club, Inc.
410 Lioba Dr.
Andover, Ks. 67002
(316) 733-4441
April 2007 – October 2010

Program and Marketing Director for Andover Senior Citizen's Center. Interaction with the public, patrons, members, and supervisory board of directors. Promoting goals and activities for the center. Developing and coordinating fund raising with new membership. Routine office and clerical duties, computer knowledge, and quarterly reports to Butler County. Applying for and writing grant proposals to obtain needs for the center and to promote services. Making monthly calendar and newsletters. Marketing of Andover Senior Center to businesses in Andover and interaction with other senior centers in Butler County.

Calvin G. Olmstead, M.D.
3243 E. Murdock St., Ste. 104
Wichita, KS. 67208
316-682-5544
January 2004 – August 18th, 2006

Registered Medical Assistant-Receptionist/Scheduler (Neurology Office)
Checking in patient's, reviewing medication refills with pharmacy; assisting with Myoblock and Botox injections, nerve conduction studies. Calling patient's with results of medical testing and lab results. Stocking and ordering of supplies. Dictation and transcription as needed to consulting physicians. Reception and scheduling duties as needed with EMD software. Pre-determination of in-office procedures with insurance companies. Verification of medical insurance and billing procedures upon scheduling of medical testing procedures.

Self-Employed Owner/Operator
November 2003 – January 2004

Commercial Team Driver
Drove large commercial truck (Semi tractor with 53'trailer) with spouse, drove from coast to coast through U.S making deliveries. Completion of driving logs, bills of lading, and other paper work.

Vatterott College
3639 N. Comotara
Wichita, Ks. 67226
316-634-0066
10/02 – 03/03

Full time day and evening instructor for medical insurance coding (ICD-9, CPT, HCPCS) and billing, Typing, Medical Terminology.

Mark Armfield, DDS
Melodee Armfield, DDS
2815 N. Ohio St.
Augusta, Ks. 67010
316-775-5451
04/99 – 02/01

Accounts manager for dental office. Dental office billing and coding of dental claims. Filing insurance claims, pre-determinations for dental treatments. Collection and billing,

scheduling for two full time dentists in dental practice. Usage of Soft Dent Dental software.

Augusta Public Library
1609 State St.
Augusta, Ks. 67010
316-775-2681
1997-1999

Part-time Library Clerk (Simultaneous employment)

Michael Stilwell, DPM
Augusta, Ks. 67010
1995 – 1999

Office manager of podiatry clinic. Recruited away from previous position to re-organize practice, fulfilled cross-functional responsibilities including overall management of patient accounts, records, payment posting, and account statements. Trained and managed new office employees, scheduled appointments, and maintained calendar for physician visits to various clinics on MediSoft software. Checked patient's in/out, took patient histories, provided injections/blood tests and assisted with surgeries. Dr. Stilwell left medical practice and moved out of state.

Bryan Institute
Wichita, Ks.
1996 – 1997

Instructor in Medical Assistant Program (Simultaneous employment)
Taught anatomy, physiology, front office procedures, and medical terminology for registered medical assistant program.

Ronald Varner, DO &
Butler County Coroner
Augusta and El Dorado, Ks.
1978 - 1994

Managed Care Representative & Registered Medical Assistant
Filed worker's compensation claims and automated insurance claims – Blue Cross and Blue Shield, Medicare, Medicaid, processed referrals and pre-certifications from managed care programs, completed all requests for medical records, consulted with patients regarding billing and insurance matters, and answered correspondence from insurance companies. Completed all coroner's reports, death certificates, statistics, life

insurance reports and associated documents which involved working closely with county court house and state agencies (Butler County Attorney)

T.F. Rosenberg, M.D.

1976 – 1978

Registered Medical Assistant

Assisted with patient care and surgery, performed allergy skin testing, pulmonary function testing, and laboratory testing, patient histories, performed x-rays and audiograms; assisted in making/giving injections to patients for allergy immunotherapy.

Education

Feb 2008

Wichita State University

Grant Writing Course

February 2008 – Present

Kansas Professional Grant Association Member

2005 - 2009

Baker University – Wichita, Ks.

Bachelor's Degree in Business Administration – 98 Credit Hours

2009 – 2011

Baker University – Wichita, Kansas

Master of Arts in Conflict Management and Dispute Resolution – 37 Credit Hours

2005 – 2006

Elected Class representative for BAC-37 Class at Baker University for Bachelor's Program

09/03 – 11/03

Wichita Area Technical College – Wichita, Ks.

Commercial Driving Education – Obtained CDL With Endorsements – 8 Credit Hours

1974 - 1975

Bryan Institute – Wichita, Ks. - Medical Assistant Program

Completed RMA Examination - 1975 - The American Medical Technologists

Butler County Community College – El Dorado, Ks.

General Psychology and Medical Terminology – 6 credit hours

References

Diana Mefford
901 N. Cedar Park St.
Wichita, Ks. 67235
316-393-0604

Carol Simmons
320 E. 14th
Augusta, Ks. 67010
316-775-5062

Peggy Bannon
515 Hillside Dr.
Douglass, Ks. 67039
316-747-2265

Andrew & Marjorie Rogers
13920 Julia West Road
Derby, Ks.
258-6832
258-7585

VIVIANA PELTON

EMAIL: VIVIPELTON@GMAIL.COM
PHONE: (512) 947-2243
ADDRESS: 4310 WOODLEDGE PL
ROUND ROCK, TX 78665

EDUCATION

- **MBA Healthcare Management** University of Phoenix 2005 graduate.
- **AAS Health Information Technology** National American University (*In Progress*)
- **BS Management** Park University 2001 graduate. *Summa Cum Laude*
- **Certified Professional Coder** American Academy of Professional Coders Since 2005
- **Registered Medical Assistant** American Medical Technologists Since 2010
- **BLS Instructor** American Heart Association Since March 2014
- **Naval Hospital Corps School** US Navy 1994

EXPERIENCE

Program Coordinator/Instructor

2010-CURRENT

National American University (multiple campuses)

- Serve as the primary advisor for the Medical Assistant Department
- Assist students with course scheduling and academic development
- Select, approve, and visit externship sites
- New instructor hiring, mentoring and training
- Faculty development and skill building
- Business development and networking with local chambers
- Develop and monitor program budget, curricula, and course offerings
- Teach classes on campus and online
- Develop and write campus-based courses for online format
- Monitor, inventory, and order medical supplies
- Programmatic accreditation preparation (CAAHEP)
- Lonestar Student Society (AMT) Mentor

Program Coordinator/Instructor

SEP 2005-FEB 2010

Virginia College at Austin

- Serve as the primary advisor for the Medical Assistant Department
- Assist students with course scheduling and academic development
- Select, approve, and visit externship sites
- Develop and monitor program budget, curricula, and course offerings
- Coordinate classroom utilization with academic schedules
- Teach classes (CPT, ICD-9, HCPCS, Medical Insurance, Reimbursement, EMR/EHR, and Clinical Procedures)
- Coordinate activities and meetings of the Medical Assisting Student Organization
- Monitor, inventory, and order medical supplies
- Evaluate equipment for lab use and make recommendations for capital expenditures

Front Desk Coordinator

2006-2008

Urgent & Family Care at Avery Ranch

- Multi-tasked position included maintaining exceptional patient relations and various office duties
- Applied extensive knowledge of ICD-9 and CPT coding for all office visits, diagnostic tests, and lab procedures
- Backup PRN Medical Assistant: processed prescription refills; verified patient's current medications; vitals
- Obtained patient eligibility information from insurers
- Managed medical records for a multi-practitioner office
- Processed new patient insurance information
- Coordinated daily account reconciliation and medical office banking procedures

Patient Account Manager

2002-2005

David Wishnew, MD, PA

- Responsible for ICD-9 and CPT coding for all procedures and visits
- Posted and reviewed office charges prior to billing
- Authored letters of appeal to insurance companies for increased reimbursement and coverage of services
- Filed electronic and paper claims for primary, secondary, and tertiary insurances
- Processed new patient insurance information
- Posted numerous insurance EOB's as well as patient payments
- Obtained referrals and pre-authorizations
- Compiled statistical information for use in contract reimbursement negotiations
- Assisted the physician with office surgeries and other patient care duties

☉ Purchasing Agent/Secretary

2001-2002

North Austin Medical Center

- Generated reports, spreadsheets for departmental statistics
- Coordinated warehouse receiving, stocking, and stock distribution
- Sorted and distributed incoming mail and processed outgoing mail
- Acted as primary timekeeper for hourly employees
- Submitted orders via EDI, fax, and telephone
- Resolved item and accounting discrepancies using SMART and Medibuy programs

☉ Hospital Corpsman

1994-2000

US Navy

- Served in a wide variety of health care facilities and hospitals
- Received training with subsequent experience to include: EMT-B, BLS-I, PALS, AED, ACLS
- Materials Management training included NAVSUP Purchase Card Training, DMLSS
- Customer Service training included Navy Customer Relations, Team Approach Training

AFFILIATIONS

- Member, American Association of Medical Assistants since 2010
 - Guest Speaker – National Conference St. Louis, MO 2014
- Member, American Academy of Professional Coders since 2005
- Member, American Health Information Management Association, since 2011
- Member, American Medical Technologists
 - Guest Speaker - National Convention San Antonio, TX 2012
 - Guest Speaker – National Convention Pittsburgh, PA 2013
- Member, Texas Society of Medical Assistants
 - Founder of the Central Texas Chapter (local)
 - Research & Development Committee
 - Education Chair
- Graduate, Landmark Education
- St. John Vianney Catholic Church, Round Rock, TX
 - Y Disciple (High School) Leader
 - St. Matthews Ministry

SKILLS

▪ Fluent in Spanish	▪ HIPAA laws/compliance	▪ Strong Interpersonal skills
▪ ICD-9 / CPT coding	▪ Medical Terminology	▪ Strong Analytical skills
▪ e-MD Software	▪ Medical Assisting	▪ Data Entry
▪ Electronic Health Records/EMR	▪ Medicare/Medicaid Billing	▪ Payroll
▪ Medisoft and Medical Manager	▪ Private Insurance Billing	▪ MS Office: Word, Excel, PowerPoint, Outlook