**C. JULIETTE MORELL, CPC**  
3207 Shorewood Drive ● Mercer Island, WA 98040

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HEALTHCARE OPERATIONS / ADMINISTRATION MANAGEMENT

***Area Director of Operations ● Multi-Site Operations* ● *Billing & Coding***

Professional career reflects more than 15 years of site management, operations, public relations, and strategic planning in the highly competitive and diligently regulated healthcare services. Outstanding experience delivering safe, high-quality and compassionate care; consistently maximizing human and financial resources. Able to analyze needs, support projects, and impact processes from concept to completion.

* **Expertise in billing, collections, A/R, as well as ICD-9 and CPT coding guidelines**; professional with excellence in supporting operations and program development/coordination.
* **CPC with thorough knowledge and understanding of all coding conventions** (ICD-9 & CPT) to including 95/97 Evaluation and Management guidelines and regulatory compliance.
* **Goal-oriented healthcare leader, solid experience in the case management**, records management, patient care, program planning, and treatment scheduling/planning.
* **Reputed as expert presenter, negotiator, and businessperson** able to forge solid relationships with strategic partners and build consensus across various organizational levels.
* **Savvy, resourceful leader demanding and delivering the highest standards of excellence** in healthcare administration, PR/brand development, compliance, risk mitigation, and resource management.

**Areas of Expertise**

HIPAA ● JCAHO ● HCPCS ● CMS ● CPT ● ICD-9 ● NCHS ● AHA ● DOD ● OSHA ● Operations Management

Recruitment & Screening ● Strategic Planning & Analysis ● Regulatory Compliance

Program & Project Management ● Contract Negotiations ● Resource Management ● Facility Revitalization

Worker’s Compensation Medical Dispute Reviews, Audits Billing • Practice Evaluation

Corporate Compliance Plans • HIPAA Compliance Plans • Code Of Ethics • Employee Orientation Manuals

Ortho/Neuro • Emergency & Critical Care • Anesthesia • Pain Management

**KEY CAREER HIGHLIGHTS**

**Multi-Site / Operations Management**

* Championed the roll out of the EPIC Anesthesia program for UWMC and HMC; results include: realizing 2 record months (March and June 2011).
* Conceptualized, planned, and launched a Standardization Program including a Coding Compliance Plan, Auditing Plan, Medical Records Retirement Plan for Navy Medicine.
* Successfully established new Ambulatory Surgery Centers, small hospitals, clinics and physician practices as a consultant. Participated in Executive Committee, Bylaw Committee and CAT
* Propelled morale in the Coding and Charge Capture Dept. to secure “Most Improved for IP and OP charges”
* IPA, MSO, PHO, managed care contracting, fee schedule negotiations and carve outs.
* Recipient of numerous letters of appreciation and commendation for excellence.

**Process Re-Engineering**

* Tracked and ensured compliance in a practice in pre and post OIG corporate integrity agreements.
* Dramatically restructured the coding department to be more efficient.
* Generated the highest payouts in EA history while maintaining the 100% accuracy for coding and auditing.
* Reconfigured the OP Coding Program and site to facilitate the Command and Compliance.

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**Revenue Generation**

* Seamlessly cleaned up a 6-8 month backlog within Surgery Depts at UW Medicine.
* Strategically revamped DoD AHLTA templates and AIM forms to improve efficiency and documentation. Secured average 73% right shift within 3-6 months. Oversaw 7 CONUS, 3 OCONUS Navy Medicine West Regions.
* Consistently maintained 100% accuracy 5 months in a row and consistently over 95% at all times.
* Slashed write offs by 30%. Restored patient satisfaction in scheduling and billing functions.
* Lowered A/R from 54% to 28% in 9 months using tracking and follow up protocols.

**EMPLOYMENT HISTORY**

**UWP GROUP,** *Seattle,WA* **2011**

**Manager, Surgery Coding & Charge Capture**

Administered all aspects of reporting, issue resolution, compliance, relations building, and process streamlining. Monitored and tracked productivity, charge lag, and volumes using various system tools and reports. Reviewed quality. Closely collaborated with School of Medicine Clinical Departments. Coordinated with various hospital based departments such as Medical Records, UW MITS, Facility Engineering, etc., to ensure appropriate level of on-site support is provided. Identify training needs, manage resources. Documented procedures. Recruited, trained, and managed employees. Performed evaluations and disciplinary actions. Managed charge capture and coding functions. Monitor financial and operational performance of clients. Two sites with 37 staff

**TRAVIS AIR FORCE BASE,** *Fairfield, CA (Contract)* **2010***-***2011**

**Outpatient Coding Program Manager**

Spearheaded program development/management, reporting, billable coding, training/development, and audit processes. Performed training on an individual basis; provided feedback. Site Manager with six direct reports

**Northeast Ambulatory Center/Advanced Pain,** *Stoneham, MA* **2009-2010**

**Business Office Manager**

Championed financial and operations management, leveraging expertise in program support, policy planning, strategic planning, and resource management. Dramatically improved operational systems, processes and policies in support of organizations mission. Optimized management reporting, information flow and management, business process and organizational planning. Oversaw budget. Directed coding, compliance and billing functions. Led monthly and quarterly assessments. Evaluated contracts and reimbursement requests.

**MGPO, PARTNERS HEALTH,** *Boston, MA (Consultant)* **2009**

**Associate Director of Coding and Charge Capture**

Benchmarked and led coding, quality assurance, and resource center operations. Facilitated training/development, strategic planning, resource allocation, performance management, and billing. Secured excellence in performance by working collaboratively in the Central Billing Office (CBO).

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**HCRS / NAVY MEDICINE WEST,** *San Diego, CA (Contract)* **2007-2009**

**Regional Clinical Coding Consultant**

Delivered on-site and remote support of Clinical Coding Consultant services, supporting the development of program enhancements, policy development, analysis of systems/processes, and support for the development of DoD Coding Guidelines and training programs. Established quality checks and monitored the ambulatory data. Chief leadership of the coding program throughout the Navy Medicine West. Served on the Lean Six Sigma Master Black Belt Special Projects Team, Corrective Action Team, Data Quality Clinical Review, and HIMs Advisors Committee. Ten sites, 100+ staff

**EACMC,** *Rancho Santa Fe, CA* **2005-2007**

**Corporate Compliance Officer, Privacy Officer, Coding Manager**

Conceptualized, planned, and launched the Compliance Program, HIPAA Compliance Program, Privacy Compliance Program as well as Coding Guidelines, Policies and Procedures for compliance and physician educational purposes. Managed a staff of 20+ CPC’s both on and offsite. Performed auditing, training, documentation, reporting, and automations. Liaised with Emergency Room physicians from Sharp Memorial and Children’s Hospital of San Diego to improve risk management, documentation and quality assurance. Propelled critical care coding/billing by 33% in 9 months.

**Morell Healthcare Consultants,** *Chicago, IL* **1992-Present**

**Consultant**

Direct and lead OIG and other Federal agencies on Fraud, abuse, compliance and correct coding initiatives and code sets. Deliver educational seminars, training programs, A/R Management, coding, billing, and auditing expertise. http://www.linkedin.com/pub/c-juliette-morell-cpc/34/588/a03

Also worked in **Coding/Auditing** for Medical Billing Specialists and **Course Instructor**, Medical Careers Institute. **Consultant**, Gardens Surgery Center, **Office Manager**, Southwest Orthopedic Institute 1991-1997

**EDUCATION & CREDENTIALS**

***Training & Development:***

Healthcare Auditing, Risk Management, ADA, OSHA, JCHAO and Quality Assurance Practices

Fraud, Abuse, Compliance, OIG work plans, AAPC 2003, Medical Terminology and Ethics

***Additional Highlights:***

* Expert witness in the area of coding, billing and false claims; Accreditation Certificates VA Security Awareness Course, and Privacy Course, Trafficking in Persons Awareness Training DoD.
* Prior CORT, Ortho Tech, ER Tech, Trauma experience for clinical training.
* Assisted Attorneys with Medical Malpractice and Personal Injury cases via medical chart reviews, research, opening case files, and transcribing related reports.
* UBU Speaker 2008/PAD Conference Speaker 2008.

**Professional AFFILIATIONS**

HIMSS ● American College of Healthcare Executives

AAPC ● AHIMA ● Legal Minds/FindLaw

Doctor's Guide ● HHS/AOA ● Healthcare Auditing