(214)971-1870 • Tsmile814@gmail.com

**TERRIONTA LEVELLS, CPC-A**

Highly capable and detail-oriented Certified Medical Coder looking to provide my newly acquired skills in a high demand coding position at Christus Health.

**PROFICIENCIES**

Project Management

Report Preparation

Staff Training

Medical Coding

Medical Insurance

Patient/Customer Relations

Scheduling

Problem Solving

Research & Analysis

Microsoft Office Suite

Fiserv

Agent Desktop

CPT

ICD-10

HCPCS II

CMS 1500

Meditech

Epic

3M

Medical Terminology

**PROFESSIONAL BACKGROUND**

Aetna- MEDICAL CODER 2018-Present

* Assure accurate and timely coding of disease and procedures according to ICD-10-CM and CPT coding guidelines and coding conventions for all contracted health patient records.
* Standard coding of: a. Observation Records at an average rate of 9 minutes/record b. Same Day Care (SDC) records at an average rate of 9 minutes/record c. Emergency Department records with charge capture at a rate of 4 minutes/record 30% 10% 10% d. Clinical Outpatient Records at a rate of 3
* Appropriate referral of cases to Risk Management, Infection Prevention, Case Management, Clinical Documentation, Pharmacy for adverse drug reactions, and Physician Champions for review.
* Compliance with applicable hospital and department policies and procedures.
* Communicate appropriate issues to the coding supervisor in a timely manner

JPMorgan Chase- Disability Leave Of Absents Specialist 2009 – 2017

* Explain Benefits to Physicians/ Counselors
* Make sure documents are sent to appropriate parties
* Communicates clearly with claimant about timely process.
* Explain benefits and payout; 24hours for case worker to contact in regards to claim for further review
* Submit claims
* Make sure the quality claims are filled out correctly without errors
* Multi- task
* Navigate multiple screens
* Problem solving
* Research & Analyze any issues that occur during paperwork process

JPMorgan Chase- FORECLOSURE OPERATIONS SPECIALIST II 2014 – 2015

* Verified foreclosure information and document contents to ensure quality metrics were met.
* Entered information into the foreclosure documents against the core mortgage systems.
* Updated systems to reflect document completion while maintaining a production tracking sheet.
* Completed document copy requests received by attorneys, title companies, and brokers.
* Managed foreclosure cases from referrals through to the foreclosure sale date.
* Reviewed and approved legal documentation submitted for recording to the legal court systems.
* Coached and provided feedback to attorney firms and management.
* Resolved escalated issues to ensure the appropriate LOB is notified immediately.
* Held weekly conference calls with attorney firms and wrote clear and detailed meeting minutes.
* Worked through the issue and hold queue out of LPS to prevent aging beyond 48 hours.
* Fielded multiple phone calls and emails from attorneys and other LOBs.
* Complied with company policies and procedures including NPI for Florida, Illinois, and Maryland.

JPMorgan Chase-CUSTOMER ASSISTANCE OPERATIONS/JR. UNDERWRITER 2013 – 2014

* Investigated and responded to inquiries from specialists on loan modifications.
* Ordered third-party services and reviewed specialty flags to determine if servicing is required.
* Initiated form letters for the customer to gather required documents for the modification.
* Verified and prepared Home Affordable Modification Program (HAMP) packages as needed.
* Initiated missing information letters and ordered broker price opinions and credit bureau reports.
* Ensured accuracy and completeness of documents received by underwriting and the CA specialist.
* Gathered underwriting documents both pre- and post-underwriting decision.
* Processed results received from underwriting and quality control review.
* Monitored systems for adherence during trial periods enabling process control to submit loans to the closing team for conversion to permanent modification.
* Trained and educated new agents; exercised knowledge of FNMA, FHLMC, FHA, and VA guidelines.

JPMorgan Chase- CUSTOMER ASSIST RESOLUTION TEAM (OCC REGULATED) 2011

* Assisted borrowers with information on their modification statuses.
* Advised borrowers on how to apply for MHA modifications and prevent their homes from going into foreclosure.
* Met targets for productivity, quality, and customer satisfaction.
* Reviewed underwriter determinations from year-to-date income based on gross amounts.
* Explained how underwriting came up with their decision to the borrower.

JPMorgan Chase -PRIVACY BREACH ANALYST 2012 – 2013

* Investigated regulatory agency inquiries, external legal counsel correspondence, and executive level servicing complaints.
* Monitored and executed servicing adjustments and prepared formal responses for management.
* Identified potential liability and collaborated with different departments to resolve pending issues.
* Mitigated losses by reducing exposure to potentially costly litigation to settle disputes.

JPMorgan Chase- LOSS RECOVERY/COLLECTIONS 2009 – 2012

* Researched, worked, and closed deals recovering hard cash on bad assets for short sales, settlements, full payoffs, and note sales.
* Investigated and reviewed underwriting on HELOC / sub-prime / prime mortgages.
* Analyzed accounts to determine what ones to sell to outside vendors / investors or for forwarding to third-party collection companies.

**ADDITIONAL WORK EXPERIENCE**

COLLECTIONS, CITIGROUP, IRVING, TX

**EDUCATIONAL BACKGROUND**

**Texas All Lines Insurance Adjuster Dallas, Texas**

**Medical Coding Academy Certificate Dallas, Texas**

**AAPC, American Academy of Professional Coders Certified Dallas, Texas**