

# JoAnn Hayward, CPC - H

## Consultant

### Qualifications

Charge Master Coordinator and Consultant for 18 years for hospital facility, physician hospital and clinic services.

Expertise in the following areas:

- Hospital and clinic charge masters
- Identifying Compliance Issues
- UB92 and 1500 Claim Preparation & Review
- Analyzing Problems
- Medicare Hospital and Physician Regulations
- Creating Solutions
- Dialysis Billing & ESRD Regulations
- Interventional Radiology
- Cardiac Catheterization Procedures
- Medical Oncology
- Creation of Charge Tickets/Superbills
- CPT, HCPCS, Revenue Coding
- Physician coding and documentation
- Insurance Billing Requirements

### Experience

Began consulting work with FCAW in October, 2009.  
*Charge Master Coordinator and Revenue Cycle Director*  
JoAnn Hayward Consulting, Inc

Contracted to provide management of three separate charge masters for acute care hospital; three dialysis units; and three physician clinics. Reviewed clinical departments for charge capture; coding and compliance; and corrected problem areas. Became an expert in the End Stage Renal Dialysis reporting rules and Medicare regulations. Managed a large rebilling effort to Medicare. Taught physicians, nurses, clerical and billing staff coding and documentation of evaluation and management services, medical oncology, reporting of drugs, anesthesia services, interventional and diagnostic radiology procedures. Directed the Revenue Cycle staff of sixteen.

### Prior Experience

Reviewed, observed and created improvements in the business processes throughout a multi-specialty medical clinic in Oklahoma. Assessed statistics, patient flow, staff duties, and identified bottle necks to efficient service. Recommended changes and assisted in implementation. Acted in the capacity of claims reviewer for UB92 and 1500 claims being sent to third party insurance companies. Taught CPT, ICD-9 and documentation seminars to physicians. Created the manuals, handouts, and Power Point Presentations. Advised clinic coders and acted as a coding resource to them. Created charge tickets for orthopedics, family practice, dermatology, ENT, Ophthalmology, Emergency Department, PT, OT, Labor and Delivery, and obstetrics.

Established and monitored all hospital outpatient coding and billing issues. Created and wrote physician newsletter on coding. Created physician consulting division. Taught full day coding seminars on CPT and ICD-9 coding for physicians.

Created and directed CPT coding consulting for hospital radiology and laboratory departments. Taught physician seminars on CPT coding throughout the United States. Created and developed ICD-9 seminar manuals for physician seminars on ICD-9 coding Taught physician ICD-9 full day coding seminars throughout the United States

- Consulted with over 200 hospitals from 10 to over 900 inpatient beds and over 50 physician practices from 1 to 125 practitioners, on their charge masters, compliance issues, revenue opportunities, reporting and billing of their goods and services. Identified and created solutions for problem areas.
- Optimized reimbursement, altered charge capture processes to accurate and complete.
- Taught staff correct coding and documentation principles and techniques,
- Set up departmental charge masters for radiation oncology, medical oncology, clinic services, interventional radiology, cardiac cath labs, electrophysiology labs and ambulance services
- Created numerous billing sheets and charge tickets.
- Managed several massive efforts of rebilling of laboratory and medical oncology claims.
- Created extensive user friendly reports outlining findings, recommendations, and exhibits explaining how to achieve the needed changes.
- Speaker at national meetings of professional groups including HFMA, RBMA, CPA associations.
- Provided ongoing coding and billing question support to all clients.
- Taught interventional radiology coding techniques to Radiology Business Manager's Association members throughout the United States
- Assessed physician's dictation and documentation styles. Prepared reports and taught improved techniques to physicians in all specialties.
- Reviewed coding and billing personnel efforts and accuracy; presented findings; and taught improved methods.