



Employee Spotlight:

Denise JF., IP Coding Auditor

What do you do at KIWI-TEK and how long have you worked here?

I am an Inpatient Coding Auditor, I help coders with questions, focus reviews for accounts like mortality and neurological. I have been with KIWI-TEK for almost four years.

What was your first job?

When I first started in the HIM field, I worked in a business office as a Denial Specialist. I tried to resolve Insurance and Medical Necessity Denials by reviewing the records for diagnoses that were not coded, having the claim amended and rebilling or appealing said claims.

How has your career grown since starting in this industry?

I started in the business office, then worked my way up the coding ladder by starting with clinical & ED coding, moving to outpatient and finally to inpatient coding, involved in RAC reviews & insurance denials and appeals; now I am in auditing. I have been in the field for 24 years and seen the area of health information evolve; coding has undergone major changes since I first started.

What advice do you have for new coders joining the field?

Have a strong understanding of anatomy, disease processes and the coding guidelines. Develop connections and try to do internships to gain experience. Keep an open mind, the field is always changing, and new challenges are always happening in the coding arena.

What was your biggest takeaway from COVID-19 as a medical coder?

Be prepared, things will change in order to meet the needs of the situation. Thank goodness for the “digital age.”

What do you think makes KIWI-TEK different from other coding companies?

Flexibility and managerial style. They are willing to listen to the staff.

What do you like to do in your spare time? Any hobbies?

I love to explore my beautiful state of Georgia, travel and spend time with family. My biggest hobby is probably cooking. I'm always up for a challenge in preparing a new recipe for dinner.

Anything you want to add about industry trends, challenges or what's ahead?

Biggest challenge ahead is having to move to ICD-11; then RAC and facilities maintaining documentation integrity.

We are growing! Join a company culture where people are encouraged to ask questions, learn from their peers and above all, enjoy their important role as a medical coder.

[KIWI-TEK.com/medical-coding-jobs](https://www.kiwi-tek.com/medical-coding-jobs)