

# Q&A



## Employee Spotlight:

**Deena M., Assistant Coding Manager**

### What do you do at KIWI-TEK?

As an Assistant Coding Manager, I train and work with new coders to acclimate them to our clients. I research, answer questions and share education opportunities and articles whenever possible. I perform quality reviews monthly, track trends and work with coders to make sure production is met for our clients. I also code during events such as unexpectedly high work volumes and vacations.

### How long have you worked here?

I have been with KIWI-TEK since September 2018.

### What makes KIWI-TEK different from other coding companies?

KIWI-TEK is a family business, and it shows in the way that they take care of their employees and coders. Everyone is great to work with, very responsive, pleasant and willing to hop on the phone or screen share to help others out.

### How has your career grown since starting at the company?

I started working for KIWI-TEK as a part-time secondary coder. After 6 months, I interviewed for an Assistant Coding Manager position and have been expanding my management and teaching skills ever since.

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

Make connections when completing internships / externships during school. Volunteer regularly at your local hospital or clinics. Attend local chapter meetings to network and show your personality and involvement. Be willing to take an entry-level position to show your dedication.

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

Coding rules and definitions during a pandemic can change from day to day.

The importance of our understanding and keeping up with the changes was the most pressing daily challenge until the changes slowed down. The discussions surrounding the rules and published Q&As with my coworkers improved my understanding and my ability to provide education to the coders that I work with.

### What was your first job?

My first job in HIM was with a local, private insurance company, paying and denying medical claims, and handling projects from time to time for special review.

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

I spend my spare time trying new recipes, exploring new places and activities on my list, and occasionally tackling DIY projects.

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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.

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