

# Q&A



## Employee Spotlight:

**Michelle L., CCS,  
Coding Manager**

**What do you do at KIWI-TEK?** I oversee medical coding operations for our facility based and professional fee coding clients. I ensure that the coding staff perform their duties accurately and handle records and data according to health privacy regulations. I work as a liaison between our coders and clients.

**How long have you worked here?** Over 13 years.

**What makes KIWI-TEK different from other coding companies?** KIWI-TEK is a cutting-edge coding company that offers exceptional and experienced domestic coders. KIWI-TEK has dedicated coding managers, assistant coding managers, auditors along with an exceptional sales team that are all dedicated to the growth and success for our clients. It also has an advanced quality review program, which all coders must meet or exceed the required accuracy rate each month.

**How has your career grown since starting at the company?** I began coding inpatients, same day surgeries, observations, emergency room and diagnostic accounts. Then I was promoted to an auditing role. I audited inpatients, same day surgeries, observations, emergency room and diagnostic accounts for the coders on our team and would provide the review feedback to the coders. Next, I was promoted to an assistant coding manager and then later to coding manager. As a coding manager I oversee the coding operations and ensure that the coders are performing their duties along with being a liaison for our clients. I have been in the HIM industry for over 22 years.

**Any advice do you have for new coders joining the field?** My advice for new coders would be to learn as much about coding as possible. The more you know about coding and being able to code multiple chart types or specialties, the more opportunities you will have in your coding career.

**What was your biggest takeaway from COVID-19 as a medical coder?** My biggest takeaway from COVID-19 is the need to learn how to be able to be adaptable and flexible to various changes occurring at the same time.

**What was your first job?** My first job was coding anesthesia accounts.

**What do you like to do in your spare time? Any hobbies?** In my spare time, I enjoy going on walks with my husband, Troy, and daughter, Melissa. I also enjoy attending LCBC Church where I serve as a captain in the nursery. My hobbies include traveling and knitting.

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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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