

# Q&A



## Employee Spotlight:

**Myriam J., RHIA, Coding Manager**

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

I'm currently the coding manager for 4 facilities at KIWI-TEK. My team is composed of 3 assistant managers and 3 auditors that I oversee. My role includes monthly auditing of coding staff to ensure they meet specific facility guidelines while complying with official guidelines and a minimum accuracy of 95% using ICD-10-CM and PCS codes by grouping them into MD DRGS/APC. I work DNFB errors and clear out CCI, LCD edits. There's also some coordination with CDI specialists on documentation issues.

I oversee the evaluation and management of client volume, including staff planning and adjustment as needed. I'm also involved with continual process improvement due to changing industry requirements and client needs to ensure efficiency and compliance. I handle supervision of a group of clients, each with a dedicated group of coders. In addition, I oversee all monthly in-service education for all IP/OP coders on my team, including facility visits for training and process.

I monitor scheduling and production and manage training and initial review of new coding staff. I make sure our coders are paid, which includes coder payroll tracking and completion.

### **How long have you worked here?**

Since November 2008

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

We offer flexible schedules to our coders and are in constant communication with our team on a daily basis. We try to give coders a feel of being onsite with them.

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

I started out as an IP/OP coder when I started with KIWI-TEK in 2008, promoted over to Assistant Manager back in mid-2009 and then became a coding manager in 2010.

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

My biggest takeaway from COVID-19 was the changing coding guidelines that occurred every few weeks as we learned more about the disease.

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

Coding is a great field to get into. We are involved with HIM, business office, and physicians. Coding a chart is similar to painting a picture of a patient's stay at the hospital and figuring out the answer to a puzzle.

### **What was your first job?**

ER/ancillary coder in 2001.

### **Favorite food?**

Seafood

### **What do you like to do in your free time?**

Travel!

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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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