



Employee Spotlight:

Christy W.C., CCS, AHIMA Approved ICD 10/PCS Trainer

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

As a Coding Manager, I work to ensure all client needs are met in a timely manner with high quality results. I manage a team of approximately 120 coders with the support of one co-manager and five auditors. I've worked at KIWI-TEK since 2007. I am celebrating 15 years this August!

What was your first job?

My first job out of college was at Moses Cone Health System. This high-level facility was a wonderful training ground from a coding perspective and it was well ahead of the curve in many areas. It has been a great benefit to my career growth to have participated in their fully developed CDI program. The program was interactive with the coding team and emphasized the importance of queries early on in my career.

How has your career grown since starting in this industry?

Like many managers and auditors, I started with KIWI-TEK as a remote IP/OP coder in 2007. They provided an opportunity to assist with management and auditing opportunities, which led me to accept a Coding Manager role later in 2007. Over the years at KIWI-TEK, I've had the privilege of working with many wonderful coders across multiple coding types, the pleasure to serve outstanding clients across the U.S. and support in my own career growth. I've never regretted taking the leap of faith to move to remote coding. I plan to stay at KIWI-TEK for the remainder of my career.

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

Always ensure you are thoroughly coding per coding guidelines, fully utilizing the documentation in your coding decisions and don't be afraid to query the doctor when you need clarification to confidently code the encounter accurately. Following this approach will ensure your coding accuracy is at an optimal level and that you are easily able to provide reasoning for your coding decisions. While many coders would like to work from home, I would recommend that new coders begin their careers in an onsite position so they can develop structured work habits, grow their newly learned coding skills and become confident in their coding abilities in a hands-on setting. This experience is very beneficial to a coder moving into a remote, self-structured work environment.

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

From a coding perspective, the pandemic was a challenging time for everyone to stay up to date on the new codes and most recent guidance.

It was difficult to know how to best assist our clients with addressing the COVID-19 encounters, ensuring test results were available when coding and ensuring that claims were coded as accurately as possible based on the most recent guidance. From a general perspective, it was astounding to see an abrupt halt of so many routine services, the impact of which we're seeing in some of our current patient health statuses.

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

KIWI-TEK offers flexible schedules and a family-like atmosphere. They also provide security monitoring, continuous education and top-notch communication with our teams, which creates a similar experience to what they would receive onsite. I've found that exceptional coders are often promoted to leadership roles, which is a unique opportunity for growth that other companies may not provide.

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

I love the outdoors! My family enjoys swimming or kayaking during the warmer months. The cooler months are spent reading a good book or roasting things over an open fire while we enjoy the changing of the seasons.

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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