

# Susan Pellicano, RHIA, CCS-P

## Consultant

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FINANCIAL CONSULTANTS OF ALASKA & WASHINGTON ▪ 907.790.1026 ▪ fcaw@fcawreimbursement.com

Susan joined FCAW in January, 2010.

### **Career Achievements**

Susan has over thirty years experience working in several large hospitals which include two academic medical centers, as well as small community hospitals.

Accomplishments include:

- The creation and implementation of a Denials Management program in which she recovered over one million dollars by writing appeal letters based on medical necessity. She set up a tracking system to identify problems and worked on corrective action plans to prevent future denials.
- As Director of Auditing and Reimbursement in a law firm, she designed compliance plans for providers who were identified by payers for repayment demands. She reviewed payer audits for clients in order to support negotiations and settlements. The primary source of many payer audits came from special investigation and fraud units.
- As a Corporate Compliance Auditor she assisted in developing a process that assured compliance with Medicare coverage, liability screening and other billing requirements. Responsible for contacting Medicare with disclosures of improper billing and worked with key team members to resolve issues.
- She has been responsible for reviewing/updating/changing chargemasters, to reflect accurate billing practices for facility and professional fees. She is experienced at conducting research on payer and regulatory requirements to support proper documentation, coding, and billing for services rendered.
- She has audited thousands of clinical records for optimal DRG, APC, and E&M coding assignments and provided corrective action plans and training for staff.
- She has six years experience performing Utilization Review. She reviewed medical criteria to determine medical necessity and appropriateness of hospital admissions that are clinical indicators for community standards of care.
- As a Data Coordinator in a hospital based physician/surgeon solid organ (Kidney/Pancreas) transplant program, she developed a super bill and maintained professional fee billing schedules.
- She has seven years experience as a Director of two Medical Record Departments, that included Transcription and Utilization Review.