

Melissa Lottinger, CPC, COC, CCC

EDUCATION

Bossier Parish Community College, Bossier City, LA
Associate Degree in Pharmacy Technician, 2015

PROFESSIONAL LICENSURE/AFFILIATIONS

Certified Outpatient Coder (COC), 2024

Certified Cardiology Coder (CCC), 2020

Certified Professional Coder (CPC), 2018

PROFESSIONAL EXPERIENCE

RESEARCH AND PLANNING CONSULTANTS, LP Austin, TX
Consultant, March 2022 – Present

- Provides medical coding and billing expertise for the litigation process

PIERREMONT CARDIOLOGY, Shreveport, LA

Cardiology Certified Coder/Biller, December 2015 – March 2022

- Oversaw daily and monthly billing staff responsibilities for 8 employees
- Responsible for the CPT/ICD-10 coding for a very busy cardiovascular interventionist as well as entering, within 7 days of receipt, charges, payments and denials for 9 physicians and 8 midlevel practices
- Scheduled education for team and educating providers on changes and requirements based on current CMS laws
- Maintained an average 6% over 90 days accounts receivable and answered questions and emails about practice policies daily
- Performed insurance verifications 3 days prior to the patients' appointment.

WILLIS-KNIGHTON HEALTH SYSTEM, Bossier City, LA

Pharmacy Technician, May 2015 – November 2015

- Stocked and distributed medications as needed for multiple specialties within the healthcare system
- Maintained sterile procedures for IV mixing and followed all protocol for these practices, including sterilization, pharmacist approval, and continuing education
- Stocked daily Pyxis machines and counted and reported all finding at the end of shift

CHRISTUS HEALTH, Shreveport, LA

Inpatient Medicare Biller/Waterspider, March 2003 – June 2008

- Responsible for inpatient hospital Medicare billing, payment, denials, and accounts receivables
- Performed hospital coding and worked closely with the facilities HIM department



- Became a Waterspider (a SixSigma term adopted for someone who can be used in any area of the revenue cycle) and floated into the admitting department when needed
- Performed insurance verifications for inpatient and outpatient procedures, obtained authorizations, and explained this information to patients receiving treatment

MEDINOMICS, Shreveport, LA**Information Systems Operator/Analyst, March 2000 – March 2003**

- Responsible for initial setup of operating system to be used for multiple specialty types within the billing office
- Worked very closely with the company providing the operating system to establish protocol and best practices for daily operations
- Submitted electronic claims and received electronic payments and rejections daily, distributing them to the proper department
- Created medical coding and billing crossover files to submit electronic claims for an inpatient facility
- Trained clinics to use Medinomics operating system within their current practice

MEDICAL MANAGEMENT SERVICES, Shreveport, LA**Billing Coordinator, May 1993 – March 2000**

- Received and prepared payments
- Submitted HCFA 1500 before there were electronic filings
- Posted insurance, personal payments, and denials
- Coded pathology, radiology, rural clinic, and radiation oncology using CPT and ICD-9 coding
- Maintained accounts receivable by collecting on personal patient debt, including creating and sending collection letters
- Built an operating system for the multi-specialty billing office and performed many end-of-month billing cycles