

Melissa Lottinger, CPC, COC, CCC, CPMA

EDUCATION

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

PROFESSIONAL LICENSURE/AFFILIATIONS

Certified Professional Medical Auditor (CPMA), 2025

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
- Identify discrepancies between bills and medical records.
- Provide affidavits and expert testimony on coding opinions.

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