



Providing consultation to improve clinical and financial outcomes of health care.

## The ACS Team

**Administrative Consultant Service has an outstanding team of health care consultants with a wealth of experience in healthcare management and consulting.**

### **Administrative Team:**

Deborah K. Hale, CCS / President  
Jeff Clark, MEd LPC / Director of Operations  
Candace Roberts / Director of Business Services  
Susan Wallace, MEd, RHIA, CCS / Director of Compliance  
Kathy Dean, CPC, CPC-H, CCS-P / Director of Compliance for Outpatient Reviews

### **DRG Team:**

Judy Carroll, RN, CCS, CLNC	Diane McMillan, RHIT, CCS
Jerry Davidson, PA, CCS, CPUR	Tommy Moss, RHIT, CCS, CPC-H
Joy Faulks, RN	Shelly Smith, RHIA
Debbie Fields, RHIT, CCS	Susan Wallace, MEd, RHIA, CCS
Kathy Fleming, RHIT	Helen Whittedge, RHIT, CCS
Deborah K. Hale, CCS	

### **APC Team:**

Mari Burnett, RHIA	Tammy Moss, RHIT, CCS, CPC-H
Kathy Dean, CPC, CPC-H, CCS-P	Sherida Rankin, CPC
Lori Hagen, CPC-H, SCP-OR	

### **Physician Reimbursement Team:**

Myra Wiles, CPC

### **Skilled Nursing—Swing Bed Team:**

Deborah K. Hale, CCS	Beth McBride, RN
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### **Case Management—Value Management Team:**

Donna Hopkins, RN, MSN, CMAC	Deborah K. Hale, CCS
Jerry Davidson, PA, CCS, CPUR	Patrician A. Muller-Smith, RN, Ed D
Joy Faulks, RN	



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## Mari Burnett, RHIA



**Mari Burnett, RHIA**, provides outpatient (APC) coding and billing consultation. She has more than 30 years of healthcare experience having worked for hospitals in Oklahoma and Virginia in roles such as DRG Coordinator, Director of Health Information Management, Utilization Review, and Compliance/Chargemaster Analyst. Mari completed her Bachelor of Science degree in Health Information Management from East Central Oklahoma State University in Ada, Oklahoma. She is a member of AHIMA, OKHIMA, and HFMA.



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## Judy Carroll, RN, CCS, CLNC



**Judy Carroll, RN, CCS, CLNC**, has more than twenty years of experience in the health care field. She spent twelve years of her career as a hospital inpatient coder. Judy provides consultation and training in DRG reimbursement, ICD-9-CM and CPT-4 coding. She received her CCS certification in 1998 and her CLNC in 2003.

She recently returned to nursing school to obtain her RN degree and graduated in May of 2002. Judy is a member of the American Health Information Management Association (AHIMA).



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## Jeff N. Clark, MEd, LPC / Director of Operations



**Jeff N. Clark, MEd, LPC, Director of Operations**, joined the company in May of 2000. He began his healthcare career 20 years ago as a mental health counselor, working for the Oklahoma Department of Corrections and hospital-based treatment programs. He has also served as an administrator of a psychiatric facility, and worked with the Oklahoma Community Healthcare Alliance, a network of approximately 50 Oklahoma hospitals.

Jeff's academic background includes a bachelor and masters degree in Psychology from Oklahoma Christian University (1982) and the University of Oklahoma (1984), respectively.



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### Jerry Davidson, PA, CCS, CPUR



**Jerry Davidson, PA, CCS, CPUR**, provides consultation in DRG Management and Utilization Management. Mr. Davidson is a 1978 graduate of the University of Oklahoma Physician Associate program and earned a degree in Health Care Administration from Oklahoma Baptist University in 1983. He has practiced clinical medicine for 25 years and has served as Hospital Administrator for two rural hospitals.

Mr. Davidson obtained his national certification as a Physician Assistant in 1978 and is a member of the Oklahoma Academy of Physician Assistants. He has attended numerous clinical medicine conferences, has extensive training and experience in ICD-9-CM coding, and successfully completed the Certified Coding Specialist exam in 2000.



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Kathy Dean, CPC, CPC-H, CCS-P  
Director of Compliance for Outpatient Reviews



**Kathy Dean, CPC, CPC-H, CCS-P, Director of Compliance for Outpatient Reviews**, is a Certified Professional Coder for Hospital and Professional services. She has 21 years of experience in coding and billing for both hospital and physician services. She provides consultation services for hospital outpatient coding compliance, and revenue cycle analysis. Her expertise includes Chargemaster Analysis and Surgical Classification Charges. Kathy performs complete chargemaster reviews and educates and trains hospital staff on best practices to maintain their chargemaster. She has received advanced training in CPT/ICD-9CM coding and is a member of the American Academy of Professional Coders and the American Health Information Management Association.



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### Joy Faulks, RN



**Joy Faulks, RN**, provides consultation in DRG Management and Utilization Management. A graduate of St. Anthony's School of Nursing, Mrs. Faulks has completed numerous basic and advanced training programs in ICD-9-CM coding, JCAHO Nursing Standards of Accreditation, and has been certified in Advanced Cardiac Life Support.

Mrs. Faulks has been a member of the ACS team for the past 20 years. Her previous experience includes: Director of Nursing in both Nursing Homes and an Acute Care Hospitals, as well as, DRG management including Utilization Review and ICD-9-CM coding.



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### Debbie Fields, RHIT, CCS



**Debbie Fields, RHIT, CCS**, provides consultation in Health Information Management, DRG Management and Ambulatory Surgery coding. She is an active member of the Oklahoma Health Information Management Association and the American Health Information Management Association. She has 18 years experience as Director of Health Information Management in a community



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## Kathy Fleming, RHIT



**Kathy Fleming, RHIT**, provides consultation in DRG reimbursement and ICD-9-CM coding. Kathy began her health care career as a nurse in 1984; working in a variety of health care settings. In 2001 Kathy completed her education in Health Information Technology and began a second career as a coder, working both on-site and remotely for large and small facilities. Kathy is a member of the American Health Information Management Association and the Oklahoma Health Information Management Association.



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## Lori Hagen, CPC-H



**Lori Hagen, CPC-H, SCP-OR**, provides documentation improvement, coding and billing consultation for outpatient services with a specialty focus on surgery coding and chargemaster analysis. She has over 16 years of experience in healthcare compliance, revenue cycle, and HIPAA privacy and security. Lori completed a Bachelor of Business Administration degree from Cameron University in Lawton, Oklahoma. She has taught coding, billing, and insurance courses for the medical office at the junior college level. She is a member of the AAPC, AHIMA, OkHIMA, and HFMA and holds both a Certified Professional Coder for Hospitals and a Specialty Coding Professional for Orthopedics credential.



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## Deborah Hale, CCS / President



**Deborah Hale, CCS / President of Administrative Consultant Service, LLC**, is a Certified Coding Specialist with twenty five years of experience in Health Care Management including Administration, Health Information Management, Clinical Documentation Improvement, Resource Outcome Management and Utilization Review.

She is a member of the American Health Information Management and the Health Care Finance Management Associations. Deborah has served as a featured speaker for numerous national, state and local conferences including the Healthcare Finance Management Association, American Health Information Management Association, Medical Residency programs and numerous Case Management conferences.

She authored the book "Observation Status: A Complete Guide to Compliant Site of Service Destinations" published by HCPro in October of 2006, as well as numerous articles.

For the past 21 years, she has provided coding, billing and clinical documentation improvement consultation for hospitals throughout the United States including New York state's severity refined DRG system.



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## Donna Hopkins, RN, MSN, CMAC



**Donna Hopkins, RN, MSN, CMAC**, provides consultation for case management and nursing services.

Donna approaches the consultation process with an on-sight evaluation phase followed by written recommendations, assistance with implementation, and educational modules, as requested. She provides mentoring and coaching for existing staff and management. With client distinctiveness in mind, her mantra is to improve care processes and enhance roles and functions with the resources at hand.

Donna is a member of the American Case Management Association and is certified in Case management Administration through 2010.

Her career of over 30 years encompasses the following:

- Consultation experience with both case management and revenue cycle firms nationally
- Facility and systems level management roles in Case Management and Performance Improvement in a 900 bed hospital system in Texas
- Experience in for-profit, not-for profit, adult, children's, and academic healthcare settings
- Roles as Director, Clinical Nurse Specialist, and Outcomes Manager
- Joint Commission standards adherence
- Supply chain clinical and process facilitation utilization



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### Beth McBride, RN

**Beth McBride, RN**, provides Swing Bed consultation services to hospitals. Her expertise with proper MDS assessments, RUGS levels, documentation issues and data collection needs, has already benefited many hospitals by helping them to successfully implement the new system.

Certified by the Oklahoma Association of Homes for the Aging for MDS documentation and data collections, Beth is well acquainted with the unique issues surrounding hospital Swing Bed services.

She graduated from Western Oklahoma College in Altus, Oklahoma in 1988 with two degrees (BS in Science and BSN in Applied Science Nursing), and also attended Florida State University in Tallahassee, Florida.



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## Diane McMillan, RHIT, CCS



**Diane McMillan, RHIT, CCS**, provides consultation in DRG Management and Out-Patient coding. Diane has ten years of experience in Health Information Management with a coding specialty. She is a member of the American Health Information Management Association and the Missouri Health Information Management Association.



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### Tammy Moss, RHIT, CCS, CPC-H



**Tammy Moss, RHIT, CCS, CPC-H**, provides outpatient (APC) coding and billing consultation, as well as ICD-9-CM coding and DRG optimization inpatient services. She has more than 20 years of healthcare experience having worked for hospitals in Oklahoma, Kansas, New Mexico and Idaho in roles such as DRG Coordinator, Director of Health Information Management and in Utilization Review. She also provided services for the Clinical/Coding Compliance Department for a major auditing firm. Tammy is a member of AHIMA, OKHIMA and the AAMA.



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### Patricia A. Muller-Smith, RN, Ed D



**Patricia A. Muller-Smith, RN, Ed D**, speaks and consults nationally for health care organizations, providing consultation in the areas of Performance Improvement, Case Management, and JCAHO survey preparation. She also provides training for hospitals and other industries on topics such as Strategic Thinking/Planning, Team Building, Quality Management and more.



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## Sherida Rankin, CPC



**Sherida Rankin, CPC**, has twenty years of experience in health care, including seven years as a business manager for a Radiologist and six years as the Coding and Compliance Supervisor for the Department of Radiological Sciences at the University of Oklahoma Health Sciences Center. She joined ACS in 1998 and provides out-patient coding and compliance assessments for all out-patient services. She has a special interest in the coding of interventional radiology, cardiac catheterizations, laboratory and physical therapy services. She has been a guest speaker at numerous Out-Patient Prospective Payment System seminars teaching Medicare regulations to hospital staff employees. Sherida is a Certified Professional Coder (CPC) and a member of the American Academy of Professional Coders (AAPC).



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## Candace Roberts / Director of Business Services



**Candace Roberts, Director of Business Services**, is an integral part of the ACS team. She is a 1994 graduate of Oklahoma Baptist University. For the past ten years, Candace has served as the Business Services Director for the ACS corporate office in Shawnee, OK.



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## Shelly Smith, RHIA



**Shelly Smith, RHIA**, provides consultation in Health Information Department Management, DRG Reimbursement and ICD-9-CM coding. She has 27 years of experience in the HIM field, working for large and small healthcare facilities. She has worked in roles such as DRG Coordinator, Director of Health Information Management, Utilization Review, and Compliance Coordinator of Coding for a large network of hospitals. Her current professional association activities include:

- AHIMA Member
- TXHIMA Member



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**Susan Wallace, MEd, RHIA, CCS**  
**Director of Compliance for Inpatient Reviews**



**Susan Wallace, MEd, RHIA, CCS, Director of Compliance for Inpatient Reviews**, provides consultation in Health Information Department Management, DRG Management and ICD-9-CM coding. She has 25 years of experience in the HIM field, working for 14 years at Garland County Community College, serving as Chair of the Health Science Division while also directing their programs in Health Information Technology, Medical Transcription and Medical Coding. Prior to that Susan was director of an HIM department and instructor in an HIA program.

Her current professional association activities include:

- AHIMA ACE Member, the Action Community of e-HIM Excellence
- AHIMA ACCP (Coding Basics Program) Advisory Committee Member - 2007-2008

Her previous professional association activities have included:

American Health Information Management Association

- AHIMA Clinical Terminology and Classification Practice Council Member
- Chair, Council on Accreditation
- Member, Joint Committee on Education
- COA Liaison, Panel of Accreditation Reviewers
- Surveyor, Panel of Accreditation Reviewers

Arkansas Health Information Management Association

- President
- Regional Director
- Executive Board Director
- Committee Chair – education, budget, newsletter, program, nominating

Honors and Awards

- ArHIMA Distinguished Member
- Who's Who Among American Teachers
- Distinguished Leadership Award - American Biographical Institute



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## Helen Whitledge, RHIT, CCS



**Helen Whitledge, RHIT, CCS**, provides consultation in DRG reimbursement and ICD-9-CM coding. Helen has 33 years of experience in Health Information Management. As a member of the American Health Information Management Association, she has served as an Arkansas delegate to the national meeting and as the President of the Arkansas Health Information Management Association.

### **Areas of Expertise:**

- ICD-9-CM coding and DRG reimbursement
- Basic medical terminology instruction
- Basic and advanced ICD-9-CM coding instruction
- Case management and documentation improvement instruction

### **Honors:**

- Selected by Outstanding Young Women of America, 1981
- Distinguished Member, Arkansas Health Information Management Association, 1990



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## Myra Wiles, CPC



**Myra Wiles, CPC**, provides coding and billing consultation for physician's services. Myra spent 28 years working for the Oklahoma and New Mexico Medicare Carrier. During that long association, she conducted educational seminars for over 6,000 physician offices in Oklahoma and New Mexico. She was also the contributing editor of the Medicare newsletter issued to physicians in 9 states and author of Aetna's Guide to Medicare, a comprehensive billing manual used within those states.

Many physician practices recognize "Myra from Medicare" as the voice of Medicare during the turbulent transition to Physician Payment Reform in 1992. She offers advice and training on Medicare and coding issues in a straightforward manner which is easily understood by the novice while allowing the more experienced individual a deeper insight into the workings of the program.

Most recently, she conducts compliance seminars and audits for physician practices across the United States. The audits provide an assessment of an individual physician's billing and documentation practices, identifying patterns and practices that increase his/her potential for audit. It also provides solutions to problems that are discovered, the most important solution being the education and training of the individual physician and his/her support staff.

Myra is a Certified Professional Coder (CPC) who has taught ICD-9, CPT coding, and Medicare regulations to Medicare employees and physician offices for over 15 years. She is a member of the American Academy of Professional Coders (AAPC).