

## GUEST SPEAKERS

### Dr. Ashby Wolfe

#### CMS Regional Chief Medical Officer



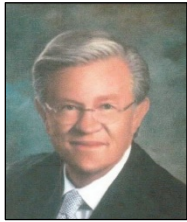
Dr. Ashby Wolfe is a board-certified family physician and serves as Regional Chief Medical Officer for the Centers for Medicare & Medicaid Services (CMS) offices in Seattle and San Francisco. Dr. Wolfe has served as a CMS Regional Chief Medical Officer since 2015, focusing on the implementation of Medicare and Medicaid policy across the Western United States and the Pacific Territories (AK, ID, OR, WA, AZ, CA, HI, NV, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands). As a senior medical advisor for CMS programs in the West, she provides clinical expertise to the divisions of Medicare and Medicaid payment policy, quality improvement, survey operations, contracted health plans and serves as a principal liaison with the clinical community. Dr. Wolfe also serves as co-lead of the CMS Acute Hospital Care at Home waiver team in support of the agency's COVID-19 pandemic response.

Dr. Wolfe completed her medical degree at Stony Brook School of Medicine in New York, and her residency training at the UC Davis Medical Center in Sacramento, California. She also holds a Masters of Public Policy and a Masters of Public Health from the University of California, Berkeley. Dr. Wolfe has practiced broad-scope family medicine in academic, integrated and community clinical settings over the course of her career. She holds medical licenses in both the State of California and the State of Washington, and currently serves as a member of her local HHS medical reserve corps. She has a particular interest in improving the quality and equity of care for underserved and low-income populations. She has published on the CMS Acute Hospital Care at Home waiver experience as well as multiple articles on Medicare and Medicaid policy, and is a contributing author of the public health text *Prevention is Primary* (Jossey-Bass). In her free time, she enjoys hiking, swimming, and traveling with her husband and two children.

## **NORIDIAN STAFF**

### **Dr. Barry Whites, MD, FACP**

#### **Contractor Medical Director**



Barry Whites, MD FCCP MSHA, joined Noridian Healthcare Solutions in March 2023 as a Contract Medical Director. Dr. Whites completed his medical school training, internship, Medicine Residency and Pulmonary/Critical Care Fellowship at the University of Mississippi Medical Center and his Master of Science in Healthcare Administration at the University of Alabama Birmingham. Board-certified in Internal Medicine and Pulmonary, Dr. Whites brings 34 years of practice experience in Pulmonary, Critical Care and Sleep Medicine consultation. He also has 19 years of Medicare experience in Medicare A/B Fee for Service.

### **Beth Sandeen**

#### **Training Supervisor, Provider Audit and Reimbursement**



Beth has worked as the Training Supervisor for the Provider Audit and Reimbursement for the last 3 years. She has worked for Noridian for a total of 16 years, previously in the Provider Enrollment and EDI departments. Beth holds a bachelor's degree in education and is a resident of Chippewa Falls, WI.

### **Cheryl Hanson**

#### **Provider Outreach and Education Representative**



Cheryl provides outreach and education to North Dakota, South Dakota, and Wyoming, concentrating on Part B. Primary responsibilities include claims data analysis, educational instruction and direction to the Medicare community focusing primarily on Provider Contact Center calls, claim denials, and appeals. Cheryl uses data analysis to drive the individual education providers may need. She has been with Noridian six years, working in EDI, Provider Outreach Education and DME Reopenings. She previously worked in Release of Information at a local hospital and with a contractor for the VA. She brings nine years of Medicare understanding and serves on CMS committees and advisory groups.

## Jan Ervin

### Provider Outreach and Education Representative



Jan is a Provider Outreach and Education Representative at Noridian Healthcare Solutions, LLC. Jan provides outreach and education to all Noridian states concentrating her attention on Part A. Primary responsibilities include offering educational instruction and direction to the Medicare community.

Prior to joining Noridian in February 2021, Jan worked at another Medicare Administrative Contractor, and brings over 13 years of Medicare understanding with her, all but one year was devoted to outreach and education. Jan serves on several CMS committees and advisory groups.

## Jared Gibbon

### Operations Coordinator, Part B Comprehensive Error Rate Testing (CERT)



Jared Gibbon is a customer service and quality review expert, which has earned him several promotions with Noridian since 2016. He began his career in the DME supplier contact center as a customer service representative. In 2019, he was then promoted to quality review analyst. Jared accepted yet another promotion in 2022 to Part B Operations Coordinator for Noridian's Comprehensive Error Rate Testing (CERT) team for Jurisdictions E (JE) and F (JF). As an Operations Coordinator, Jared is passionate about helping providers with their questions, offering education and outreach, and is skilled at data management and audit review results. Jared also leads the national CERT Clinic webinars to share education on the CERT process to all providers and suppliers. Jared is married to Alexandria and together they have a son, Leon, living in Moorhead, MN.

## Jennifer Joyce

### Provider Enrollment Education Representative



Jennifer Joyce is a Provider Outreach and Education Representative with the Provider Enrollment department. Jennifer has been an employee of Noridian for 5 years. In addition to Provider Enrollment Part A and B, Jennifer is also knowledgeable in Part B Medical Review and DME Recoupment.

## Jessica Giles

### Certified Coding Analyst, SMRC



Prior to joining SMRC Jessica was a biller, coding specialist and consultant for providers like yourselves. She truly enjoyed that time getting to know physicians, nurse practitioners and physician assistants and all other provider types. Jessica also served as the Education Officer for the AAPC of the Richmond, VA chapter. This allowed her to provide education and set up speakers for other coders and billers. Topics included Medicare and Medicaid NCCI edits, how to navigate payer websites and Internet only Manuals, and having physicians come in the give details on the different procedures they perform. Since Jessica was able to assist providers in understanding payor guidelines and regulations, she felt it was time to join the Medicare program as an advocate to providers within the program. Jessica utilizes her skills and education learned to provide insight on claim reviews here to ensure we do what we can to allow payments on claims that we request documentation for.

## Kimberly Phillips

### Provider Outreach and Education Representative



Kimberly is a Provider Outreach and Education Representative at Noridian Healthcare Solutions, LLC. Kimberly provides outreach and education for Noridian States concentrating her attention on Part A. Primary responsibilities include offering educational instructions and direction to the Medicare community.

Prior to joining Noridian in March 2023, Kimberly worked as a Medical Assistant and Medicare Eligibility Representative on Part D, and brings over 20 years of healthcare experience with her. Kimberly serves on several advisory groups.

## Kloe Roberts

### DMEPOS Education Representative



Kloe Roberts holds the position of Education Consultant for the outreach and education teams providing guidance to both the Jurisdiction A (JA) and Jurisdiction D (JD) DME MAC contracts currently held by Noridian. As an education consultant, she is responsible for offering support to the supplier community as well as creating and presenting training courses involving detailed billing, coding, and coverage requirements for Medicare fee-for-service. Kloe has also had the opportunity to present during many collaborative

events with the provider community, referring patients to DMEPOS suppliers to assist in their understanding of Medicare DMEPOS requirements.

Kloe has been involved in the DMEPOS community for 3 years. She holds a Bachelor of Arts degree in Human Development with an emphasis in human interaction. Kloe has experience in training related to DMEPOS coverage criteria and reimbursement.

## Miriam Ocampo Funderburk

### Provider Outreach and Education Representative



Miriam provides outreach and education to the Noridian Healthcare Solutions Jurisdiction E (JE) states – Idaho, Montana, North Dakota, and South Dakota, concentrating her attention on Part A. Primary responsibilities include offering educational instructions and direction to the Medicare community. Prior to joining Noridian, Miriam worked as a Senior Revenue Cycle Coordinator and Patient Financial Services and brings over 25 years of Medicare and healthcare experience.

## Patricia Holton, RN

### Senior Clinical Reviewer, A/B Comprehensive Error Rate Testing (CERT)



Patty is a representative from the A/B CERT Team at Noridian Healthcare Solutions. Patty started her nursing career 39 years ago and has worked at Noridian for 22 years. She has worked in Medical Review, with Medical Policy, all the while working CERT for Noridian. Prior to working at Noridian, Patty's background was in high-risk pregnancies and Labor and Delivery. Originally from Southern California, she now resides in Washington state.

## Sue Bennett-Coyne

### Provider Enrollment Education Representative



Sue Bennett-Coyne is a Provider Enrollment Education Representative who is committed to helping providers successfully enroll in the Medicare program by sharing her extensive knowledge of the provider enrollment requirements that she has accumulated over a 23-year career of working with Medicare. Sue believes that the Medicare program is vital to the aging community. She wants the best customer service for the providers and the best providers for the beneficiaries.

Sue supports the credentialing and billing staff of healthcare groups by meeting with them to explain and clarify the enrollment process and by facilitating a better understanding of how the

enrollment information correlates to the claim processing system. She actively shares the tips and skills she has developed during her career with the provider community, her peers, and the provider enrollment staff.

## Tammy Ewers, CPC

### Provider Outreach and Education Representative



Tammy has 30 years of Medicare experience encompassing both Part A and Part B programs with the past 20 years dedicated specifically to education and outreach endeavors. Her primary function is to serve as a liaison between the health care community and the Medicare Program with a focus on providing educational instruction, guidance, and compliance to all provider types. She has worked on several state and program transitions. In addition to her business and educational background she is and has been credentialed as a certified professional coder since 2001 and serves on multiple CMS, Compliance, professional committees, state agency and advisory groups. Her strong interest in congressional law makes Medicare a perfect fit. A NW native she resides in Washington State, the "other" Washington.

## Teresa Cirelli, CPC

### Provider Outreach and Education Representative



Teresa started with Noridian in 2020 with the Provider Outreach and Education team to provide education on current Medicare regulations and reviewing data to prevent erroneous claim submissions. She has been involved with Medicare education since 1990 working with another Medicare Contractor and with a medical association. Providing compliance education for providers to understand Medicare policies, regulations and coding guidance has been the aspiration for sharing her Medicare knowledge. She became a Certified Professional Coder through AAPC in 1997 and serves on several CMS workgroups.

## Valerie Cavett

### Provider Outreach and Education Representative



Valerie provides outreach and education to the Noridian Healthcare Solutions Jurisdiction E (JE) states, concentrating her attention on Part A. Primary responsibilities include offering educational instructions and direction to the Medicare community. Prior to joining Noridian, Valerie worked as a nurse, and brings over 17 years of clinical experience with her. Valerie serves on several CMS committees and advisory groups.

## **SYMPOSIUM FACILITATORS**

### **Erin Swaidner**

#### **Provider Outreach and Education Representative**



Erin is an Education Representative for the Provider Outreach and Education department at Noridian. She primarily works with Part B providers from Utah, Montana, and Mid-Northern CA, in addition to hosting various educational events for the Medicare provider community. Erin's areas of focus are Chiropractic care, ESRD, NCCI, Medical Oncology, and Preventive care. Prior to joining Noridian, Erin managed a primary care clinic in Portland, OR and worked in the education department for a microfinancing non-profit. Erin obtained a Bachelor of Science in Community Health Education at Portland State University and is currently continuing her education in the Health Information Management program at Weber State University in Ogden, UT.

### **Tim Morrissey**

#### **Provider Outreach and Education Representative II**



Originally an outsider to the Medicare space, Tim Morrissey started with Noridian's Appeals team in 2013 working claims. His opportunities led to supporting providers in the Part B Contact Center and assisting beneficiaries directly with an Asbestos-Related Disease reimbursement program before joining the Part A Education team in 2019. His areas of focus include inpatient rehabilitation, ESRD, provider-based billing, ambulance, and cost reports.