



a CHIA | AHIMA affiliate

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Announcements:

Look back on this...

CHIA Statement: June 2020

We Will Not and Cannot Be Silent

COVID-19 Updates:

*Join us in our
CHIA CONNECT:
Health
Information
Community Chat
 on Friday,
 September 25th,
 2020.*

Message from our President

Welcome to the 2020-2021 GOCHIA year!!

On behalf of the new GOCHIA board, I would like to invite you all to join us for another educational and informative year dedicated to your professional development and advocating for the dynamic world of Health Information Management.

Everyone is welcome- whether you are a student of health information technology, are heading toward retirement, or anything in between. We value all levels of experience across the many diverse branches of Health Information Management.

2020 has been an extremely challenging year for all of us. We have been impacted by a pandemic, civil unrest, changes in our social structure and business models, changes in state and federal policies... and the year is barely half over! In this climate of change, innovation and adaptation will be even more key to our survival as a profession.

During my term as your President, I hope to enlist each of you to help in shaping GOCHIA to suit the needs of our membership. I came into this position because after Wife, Mother, and HIM Professional, I am a Volunteer. Through volunteerism, we not only meet new people, but we can raise awareness, develop talents, preserve our values, face new challenges, be a positive influence, and share our visions.

GOCHIA is here for you. Our board this year is comprised of students, analysts, coordinators, administrators, supervisors, managers, and directors. We all hope you will leverage GOCHIA for networking and your professional development. Conversely, GOCHIA hopes to gain environmental insights and innovative ideas from each of you as to how we can best serve your needs.

I sincerely look forward to meeting you and welcome you to the GOCHIA year 2020-2021.

Rachael Goodman, RHIA, CPC

System Administrator

CHOC Children's Hospital of Orange County

Last Month's Review



2020 - 2021

GOCHIA CONVENTION PACKAGE

INTRODUCING A RAFFLE TO ANYONE THAT ATTENDS 75 % OF GOCHIA MEETINGS.

EXCLUSIVELY FOR STUDENTS AND MEMBERS. STAY TUNED FOR MORE DETAILS!

STUDENT CORNER



CENTERS FOR MEDICARE AND MEDICAID SERVICES

CMS Requires documentation of positive COVID - 19 lab test to be eligible for MS-DRG add-on adjustment, effective 9/1.

This [article](#) describes certain provisions of the Coronavirus Aid, Relief, and Economic Security (CARES) Act that relate to IPPS hospitals, LTCHs, and IRFs. These provisions are Sections 3710 and 3711 of the CARES ACT.



2020 CHIA Student Membership

\$20 ANNUAL FEE

A student member in good standing is entitled to serve as a committee member in a designated student position, with voice but not vote. They are not entitled to other voting privileges, hold office or serve as delegates

To join or renew go to
<https://californiahia.org/join>

Job Board



Grievance Resolution Specialist

Tracking Code 05655-082020

Job Description:

This position will coordinate the grievance and appeal resolution process, respond to verbal and written grievances and appeals from members and/or providers relating to member eligibility and benefits, contract administration, claims processing, utilization management decisions, pharmacy and vision decisions. The incumbent has frequent external contact with members and families, health care providers, health networks, third party administrators and regulators. Collaborates with internal departments such as, Customer Service, Provider Operations, Pharmacy, Medical Management to identify factors necessary for the optimal resolution of grievances and appeals.

Position Responsibilities:

- Maintains adequate information in CalOptima's systems; ensures data collection, summarization, integration, and reporting which includes case creation and management and events/activity tracking.
- Gathers pertinent information regarding the grievance(s) and appeals(s), including, but not limited to, member or provider concern, supporting information related to initial decision, new information supporting the grievance or appeal, supplemental information required to evaluate grievance and appeal within regulatory requirements.
- Coordinates and/or participate in case discussion with operational experts to result in a final case disposition as needed.

Job Location: Orange, California, United States

Position Type: Full-Time/Regular



AMBULATORY CARE ADMIN MGR 1 -PAVILION - MULTI SPECIALTY - FT DAYS - 9921-1A

Job Location: Orange, California, United States

Department: Pavilion - Multi Specialty

Position Summary:

The incumbent is responsible for the overall management and fiscal oversight of the Multi Clinic. Works closely with the Chair(s) to ensure seamless operation between all activities of the School of Medicine and Medical Center related to directing and evaluating patient care activities, assisting with teaching and

research, managing clinical resources, developing and administering operational & capital budgets, and developing & monitoring organizational policy / procedures.

Required Qualifications:

- Ability to successfully identify priorities while managing multiple assignments simultaneously
- MBA, MHA or MHSA or equivalent combination of education and management experience or BSN with management experience
- Ability to establish and maintain effective working relationships across the Health System
- Ability to maintain a work pace appropriate to the workload
- Must demonstrate customer service skills appropriate to the job
- Excellent written and verbal communication skills in English
- Demonstrated experience with budgetary processes including establishing, maintaining, and reporting income, expenses, and variances
- Minimum of 1 year experience in a clinic practice management position
- Strong analytical skills to collect and analyze operational data
- Must possess the skill, knowledge and ability essential to the successful performance of assigned duties

Preferred Qualifications:

- Knowledge of financial and accounting concepts and practices especially as relates to practice management
- Experience working in a UC and/or union environment
- Bilingual skills in English and Spanish and/or Vietnamese
- Knowledge of University and medical center organizations, policies, procedures and forms
- Knowledge of the Orange County healthcare market



Electronic Medical Records Coordinator
(Job Number: 2000224)

Job Details:

Reporting to the HEDIS Manager, the role of the Electronic Medical Records Coordinator is critical to the success of Blue Shield of California and HEDIS Operations in realizing its goals and objectives. This individual will play a key role as part of the Clinical Quality Outreach team in delivering and collaborating on all aspects of HEDIS operations and medical record pursuit. The Electronic Medical Records Coordinator role will also provide support to projects such as member outreach to close gaps in care and appointment coordination for member to ensure services are completed. Specifically, the Electronic Medical Records Coordinator role will be accountable for:

- Assist with quality improvement initiatives as needed.

- Develop relationships with outside health care agencies to establish EMR connections and identify connectivity requirements collaborating with BSC IT Department to meet all requirements.
- Address barriers to EMR access
- Troubleshoot EMR access issues
- Extract required HEDIS measure data from various EMR systems.
- Conduct warm outreach calls to members and schedule visits with PCP/Specialists. Actively engage and empower members to take action needed to close care gaps for HEDIS compliance.
- Request medical records from PCP/Specialists by fax, remote EMR access or scheduled site visits as needed.
- Receive and review medical records for content prior to sending for clinical review and abstraction.
- Manage and maintain HEDIS files and medical records.
- Be an active part of the team and promote a positive work environment.



Education and Qualifications:

- Minimum of 2 years of technical (or relevant) experience required
- Minimum of 2 years customer service (or relevant) experience required
- Minimum of 2 years of HEDIS experience preferred
- Must be organized with the ability to keep accurate notes and records
- Excellent verbal/written communication skills
- Proficient in Microsoft Excel and Word







Office Environment - roles involving part to full time schedule in Office Environment. Based in our physical offices and work from home office/deskwork – Activity level: Sedentary, frequency most of work day.

Upcoming Events

GOCHIA 2020 EDUCATIONAL PRESENTATIONS

MONTH	DATE/TIME	LOCATION	TITLE	SPEAKERS
September	 CHIA September 15 th , 2020 11:30 AM – 12:00 PM Event Details and Registration	Webinar	Where's Your Revenue Cycle Career Going? (1.0 CEU)	Rose Dunn, MBA, RHIA, CPA, FACHE, FHFMA Chief Operating Officer, First Class Solutions, Inc.
	 CHIA September 22 nd , 2020 10:00 AM – 12:00 PM Event Details and Registration	3 - Part Webinar	Part 1: eLearning Program: FY2021 Coding Updates - ICD-10-CM	

GOCHIA 2020 EDUCATIONAL PRESENTATIONS

	 <p>CHIA September 24th, 2020 11:30 AM – 12:30 PM Event Details and Registration</p>	Webinar	Patient Record Sharing is Here: EHR Interoperability(1.0 CEU)	James Hoover Co-Founder, Executive VP, Medarcus
	 <p>CHIA September 25th, 2020 11:00 AM – 12:00 PM Event Details and Registration</p>	Live Chat	CHIA CONNECT: Health Information Community Chat	CHIA Community
	 <p>CHIA September 29th, 2020 10:00 AM – 12:00 PM Event Details and Registration</p>	3 – Part Webinar	Part 2: eLearning Program: FY2021 Coding Updates - ICD-10-CM	
October	 <p>CHIA October 6th, 2020 10:00 AM – 12:00 PM Event Details and Registration</p>  <p>AHIMA20 October 14th – 17th, 2020 Event Details and Registration</p>  <p>GOCHIA October 15th, 2020 6:00 PM – 8:00 PM Event Details and Registration</p>	<p>3 – Part Webinar</p> <p>Virtual Event</p> <p>Webinar</p>	<p>Part 3: eLearning Program: FY2021 Coding Updates - ICD-10-CM</p> <p>AHIMA Virtual Convention</p> <p>Congenital Heart Surgery (2.0 CEU)</p>	<p>Dr. Joanne Starr Director of CHOC ECLS for Pediatric Cardiothoracic Surgery</p>

2020-2021 GOCHIA Board

President	Rachael Goodman, RHIA, CPC
President-Elect	Lizabeth Felix, RHIA
Past President	Jacqueline Bloink, MBA, RHIA, CHC, CPC-I, CFE, CMRS
Secretary	Linda Rader, BS, RHIT
Treasurer	Denise Dymon, RHIT
Board Liason	Vivian Thomas, RHIA, CDIP, CHDA, CHPS, CPHQ
CHIA Delegate to AHIMA	Kamar Braish, MS, RHIA
Delegates to CHIA	Kathleen Witte, RHIA, CCS Venus Alejandro, RHIA Ruth Peralta, BA, RHIT
Student Liaisons	Michelle Martinez, RHIT Jonalyn Kairan, RHIT