Global Health Information Going Virtual Where Health Care Has Never Gone Before

NJHIMA 2021 Virtual Annual Meeting June 9 -30



NJHIMA Presents 2021 Virtual Annual Meeting Live and On-Demand June 9 - 30, 2021

NJHIMA E-Program 2021 Updated 5.25.21

Welcome to the 2021 NJHIMA Virtual Annual Meeting

The NJHIMA Board welcomes you to the 2021 Virtual Annual Meeting, including Coding, CDI, Health Information Management (HIM), and Long-Term Care (LTC) tracks. Each track is designed to cover key domain areas as defined by the Commission on Certification of Health Informatics and Information Management (CCHIIM) for maintenance of certification. The domain areas covered include:

- I. Data Structure, Content, and Information Governance
- II. Information Protection: Access, Disclosure, Archival, Privacy and Security
 III. Informatics, Analytics, and Data Use
- V. Health Law and Compliance
- VI. Organizational Management and Leadership VII. Clinical Foundations
- IV. Revenue Cycle Management
- VIII. Evolving Topics/Other HIIM Relevant Topics

This year, we welcome our keynote speaker, Raymond Waite, presenting his LIVE program on June 10, 12:00-1:00pm "Dealing with New and Unique Problems in HIM: 7 Design Thinking "Hacks" to Increase Innovation and Improve Problem Solving".

Don't forget to visit the Virtual Networking Events! Here you can explore the products and services of our exhibitors. Mark your calendars for June 10 from 1:30-2:30pm and June 11 from 10:00—11:00am.

After each session, your CEU credit(s) will be reflected in your profile. Visit the NJHIMA website, sign in, click on Continuing Education, My CEUs. Credit for live Webinars will be added by the system administrator.

The Board would like to extend our sincere appreciation to our exhibitors, signature partners as well as those who donated to the Kathleen A. Frawley Memorial Scholarship Fund and the HIRO Fund.

Enjoy the 2021 Virtual Annual Meeting! Sincerely, NJHIMA Board of Directors

2021 Signature Partners







2021 Annual Meeting Sponsors



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2020-2021 NJHIMA Board of Directors

President: Amber Owens, RHIA, CCS President-Elect: Anna Lisa Russo-Scholer, RHIT, CDIP, CCS Past Present: Kimberly Barca, RHIA, CCS, CDIP, CCDS 1st Year Delegate: Carole Liebner, RHIT, CCS, CDIP 2nd Year Delegate: Memory Ndanga, PhD, MS, RHIA Treasurer: Pamela Thomas, RHIA, CPC Secretary: Jennifer Clinedinst, MSJ, RHIA, CCS Communication/Social Media: Fran Dilorenzo, RHIA; Megan Liebner, RHIT, CCS Advocacy: Deborah Gerstler, CCS **Annual Meeting: Barbara Parmese** Coding Roundtable: Deborah Gardner-Brown, RHIT, CCS, C-CDI, CI-CDI, CDIP, CCDS, CCMSCP, CPMA **Education: Yvette Humphries** Long Term Care Group: Marie Rommel, RHIA Membership: Jennifer Yannotti, RHIA, CCS Student: Bellone Cruz Nominating: Victoria Page, RHIT, CDIP, CCS Nominating Committee: Sharyn Brown, Shaunna Ellison

2021-2022 NJHIMA Election Results



President-Elect: Megan Liebner, RHIT, CCS 1st Year Delegate: Victoria Page, RHIT, CDIP, CCS Treasurer-Elect: Jennifer Clinedinst, MSJ, RHIA, CCS Secretary: Gina Yacovelli, MA, CCS, CCS-P, CPC, CPMA, CEMC, CPB

Congratulations to the winners!

Committee Chairs To Be Announced Soon!

NJHIMA Recognizes Learning Excellence



"Education is the most powerful weapon which you can use to change the world" – Nelson Mandela

Congratulations to the Class of 2021!

Thank you to all the Professional Practice Sites for supporting our HIT and HIM Students.

We thank the New Jersey Educational Programs for their dedication and hard work in shaping our future professionals.

Camden County College Passaic County Community College Raritan Valley Community College Rowan College at Burlington County Rutgers University

Susan Scully: 2021 Candidate for AHIMA Speaker Elect of the House of Delegates



Susan P. Scully, MS, RHIA, CCS, CCS-P, FAHIMA is the Director of Health Information Management at Rowan College at Burlington County. The department has degrees in HIT and Cancer Registry and certificates in Cancer Registry, Coding and Medical Billing. Scully has been actively involved in the NJHIMA and AHIMA for over 25 years, serving in many positions including President three times. She is an advocate for students and education. She was a member of the AHIMA Triumph Committee and has worked with the AHIMA Foundation. Her dedication to the profession earned her the AHIMA Mentor Triumph Award, NJHIMA Distinguished Member Award and an AHIMA Fellow.

LIVE

LIVE Events

{Available On Demand 24 hours after the event and through June 30}

WEDNESDAY June 9th, 2021, 4:00-5:00pm

Session: COVID-19 Coding Panel, A Year in Review



Speakers: Carole Liebner, Anna Lisa Russo-Scholer, Diane Stoner

HIM Domain: Data Structure, Content, and Information Governance

Track: Coding

CE Hours: 1 hour

WEDNESDAY June 9th, 2021, 7:00-8:00pm



Session: Outpatient Endomyocardial Biopsy Coding for Facilities

Speaker: Melissa Minski

HIM Domain: Data Structure, Content, and Information Governance

Track: Coding

CE Hours: 1 hour



LIVE Events

{Available On Demand 24 hours after the event and through June 30}

THURSDAY June 10th, 2021, 12:00-1:00pm

6/10

Session: KEYNOTE, Dealing with New and Unique Problems in HIM: 7 Design Thinking "Hacks" to Increase Innovation and Improve Problem Solving

Speaker: Raymond Waite

HIM Domain: Organizational Management and Leadership

Track: Management

CE Hours: 1 hour



LIVE Events

{Available On Demand 24 hours after the event and through June 30}

FRIDAY June 11th, 2021, 12:00-1:00pm

Speaker: Dr. Joseph Adam Cherepon Session: The Impact of the COVID-19 Pandemic on the Mental Health of Staff and Residents of Long-Term Care Facilities HIM Domain: Organizational Management and Leadership Track: Long Term Care

FRIDAY June 11th, 2021, 1:30-2:30pm

6/11

6/11

Session: Long Term Care Roundtable Speakers: Marie Rommel, Luanne Woods HIM Domain: Evolving Topics/Other HIM Relevant Topics Track: Long Term Care CE Hours: 1 hour



Join us for these Interactive Networking Events!

Meet and Greet Gold Level Exhibitors!

Thursday June 10th, 2021 1:30-2:30pm

Friday June 11th, 2021 10:00-11:00am



Take a Virtual Trip to meet your NJHIMA Board!

Thursday June 10th, 2021 6:00-8:00pm

Say hello to your new President, Outgoing President, Delegates, and Committee Chairs.

See you there!

On Demand

ON DEMAND

AVAILABLE June 9 through June 30, 2021

CDI Track

Session: ICD-10 Refresher for Injury, Poisoning, and Certain other Consequences
Speaker: Marquita Rawlins
Domain: Data Structure, Content, and Information Governance
CE Hour: 1 hour

Session: High Reliability in Healthcare/experience with Clinical Documentation and Coding From a Quality Perspective

Speaker: Fran Griffin Domain: Informatics, Analytics, and Data Use CE Hour: 1 hour

Session: *Back to Basics: 5 Common Conditions All Coders and CDIs Must Master* Speaker: Erica Remer, MD Domain: Clinical Foundations CE Hour: 1 hour

On Demand

ON DEMAND

AVAILABLE June 9 through June 30, 2021

Coding Track

Session: What's New? 2021 E&M Changes
Speaker: Christine Breithoff
Domain: Data Structure, Content, and Information Governance
CE Hour: 1 hour

Session: *Cardiac A&P Review* Speaker: Lisa Parker Domain: Clinical Foundations CE Hour: 1 hour

Session: *Risk Adjusting/HCC* Speaker: Kameron Gifford Domain: Informatics, Analytics, and Data Use CE Hour: 1 hour

Session: *Evolving CDI & Coding* Speaker: TBA Domain: TBA CE Hour: 1 hour



ON DEMAND

On Demand

AVAILABLE June 9 through June 30, 2021

Long Term Care Track

Session: COVID-19 PHE: Clinical, Financial, and Legal Implications in Post-Acute Care
Speaker: Neila Adaci
Domain: Evolving Topics/Other HIIM Relevant Topics
CE Hour: 1.5 hours



ON DEMAND

AVAILABLE June 9 through June 30, 2021

Management Track

Session: AHIMA Update

Speaker: Tim Keough

Domain: Organizational Management and Leadership

CE Hour: 1 hour

Session:Risk AnalysisSpeaker:Rich TempleDomain:Informatics, Analytics, and Data UseCE Hour:1 hour

Session: Seeing Data as the Central Nervous System of Tomorrow's Healthcare Innovation

Speaker: Shawn Sutherland

Domain: Informatics, Analytics, and Data Use:

CE Hour: 1 hour

Session: Managing a New Workforce
Speaker: Martha Bryan
Domain: Organizational Management and Leadership
CE Hour: 1 hour

On Demand

ON DEMAND

AVAILABLE June 9 through June 30, 2021

Management Track

Session: Financial Focus—COVID 19

- **Speaker: Deb Crimmins**
- Domain: Revenue Cycle Management
- CE Hour: 1 hour

Session: Interoperability

Speaker: Jennifer D'Angelo

Domain: Information Protection: Access, Disclosure, Archival, Privacy and Security

CE Hour: 1 hour

Session: Cybersecurity

Speaker: Eric Jackson

Domain: Information Protection: Access, Disclosure, Archival, Privacy and Security

CE Hour: 1 hour

Keynote Address



Raymond Waite, M.S., PMP

Ray is a futurist, passionate about helping individuals, entrepreneurs, and organizations understand and develop the skills necessary to survive and thrive in the emerging turbulent marketplace. He is the founder of Lighthouse Force, dedicated to leading businesses in the areas of innovation, design thinking, critical thinking and transformation management.

Ray loves taking the complex and explaining it in a practical way that can be easily applied. He brings a valuable blend of corporate and academia experience to his facilitated workshops, keynote speeches and consulting, with over 20 years as senior manager in the business commerce and telecom industries at IBM, Lucent Technologies, and AT&T Bell Laboratories, and over 15 years as university instructor. His talks are fun, informative, and full of audience participation.

Ray holds a master's degree from The Ohio State University and holds a Project Management Professional (PMP®) certificate from the Project Management Institute. Ray is a member of the National Speaker's Association and is a certified Virtual Speaker with eSpeakers.



Nelia Adaci RNC, BSN, CDONA, DNS-CT, RAC-CT, VP of

The CHARTS Group. Nelia is a Certified Gerontological RN who has over 25 years of experience in diverse clinical settings. Her varied experiences (Staff Nurse, Nurse Manager, QAC, MDS Coordinator, ADON, DON, Pharmacy Liaison, Corporate Director of Clinical Services) enable her to understand the many operational challenges faced by providers. She has extensive expertise in Clinical Reimbursement, MDS 3.0, Claims & Appeals, Budget & Resource Utilization, Regulatory Compliance, Survey Process, IDR/I-IDR & DAB hearings, and establishment of systems to promote quality of care and profitability. Due to her exceptional commitment to continually achieve professional and personal excellence, Nelia was named a VIP member of the "Worldwide Who's Who" in 2014. In 2018, she was the recipient of the special award given by NJADONA to a Nurse Leader who strives to consistently "Make a Difference" in the Health Care Industry. Aside from conducting seminars & webinars for The CHARTS Group, Nelia has also given presentations for



Christine Breithoff, CPC, CPCO, CDEO, CRC - Director of

Physician Coding Services. Chris has worked in the medical arena since 1985 with an emphasis on coding & compliance for 20 years. Chris has a diverse background which includes managing large private practices and managing a physician coding department for a large teaching hospital. In these roles, Chris' was responsible for the day-to-day coding, education of coders and providers, as well as overall compliance of the revenue cycle. Chris' areas of expertise include Evaluation and Management coding, Risk Adjustment Coding (HCC), Critical Care, Emergency, Gastroenterology, Pulmonary, Cardiology and Sleep Medicine. Chris joined RMC in 2012 as an auditor, and in 2015 Chris took the helm of the Physician Coding Services. She has done an outstanding job assuring exceptional services to our client and focusing on RMC staff engagement.



Martha N. Bryan is a leading authority on the development of human potential and personal excellence. With an education background in teaching, she has taught at both high school and college levels and has held positions in both government and private industry. Her work career expands from farm laborer and cafeteria helper to positions in staff support, sales, training and personnel administration. She has served in leadership positions for a number of organizations - chairman of college advisory boards, president of women's organizations, president of personnel administration organizations and president of a financial institution. After 20 years in public sector administration, Martha resigned to start her own consulting firm. She has a wide range of consulting experiences -- working with Managers and Staff at all levels of an organization. She has also become a sought after speaker throughout the United States and Canada in the areas of Total Quality Management, Leadership, Communication, Customer Excellence,



Dr. Joseph Adam Cherepon is a Clinical Psychologist, Licensed in Connecticut since 1985. He obtained a B.A. in Psychology and an M.A. in School Psychology from Kean University of New Jersey, and an M.A. in Psychology and a Ph.D. in Clinical Psychology from the Institute of Advanced Psychological Studies at Adelphi University. During his career he has developed a specialty in Personality Science and has taught at the undergraduate and graduate school levels. Dr. Cherepon has worked as a Child Psychologist and as a consulting School Psychologist, and maintained a private practice for many years, specializing in psychological evaluations and conducting preemployment mental health screenings for police officer candidates and forensic evaluations for clients at Public Defender offices in Connecticut. He worked on a hospital unit treating patients with Traumatic Brain Injuries (TBIs), and also served as Director of Counseling and Psychological Services at Eastern Connecticut State University. Dr. Cherepon took a 15-year hiatus from clinical activities and worked as an Organizational Psychologist for Pfizer, supporting team building, leader coaching and decision analysis activities. For the past three years he has been consulting at Skilled Nursing, Rehabilitation and Assisted Living Facilities, conducting mental health evaluations and providing psychotherapy. Dr. Cherepon is married to a fellow psychologist whom he met while in graduate school. His wife worked in the Connecticut prison system for 23 years and now teaches Criminal Justice at the University of Massachusetts. They have four children, and over the years have had a series of Jack Russell Terriers who drag them on long walks. In his spare time, Dr. Cherepon writes plays,



Deb Crimmins



Jennifer D'Angelo



Kameron Gifford



Fran Griffin



Eric Jackson, vCISO, is a member of Withum's Cyber and Information Security Services team. He has developed and managed holistic security programs for multiple large organizations including for healthcare, government, military and civilian entities. He also has extensive architecture experience with DOD and commercial entities. Eric has penetration test experience with isolated systems, airgapped systems and control systems. He manages the development and implementation of hardening solutions to conform to PCI, HIPAA and DOD standards with a strong technical background and understanding. He utilizes and enhances new and existing technologies to secure endpoints and garners experience in multiple management structures and methodologies.



Tim Keough



Carole Liebner, RHIT, CDIP, CCS Carole is a graduate of Rowan College at Burlington County (formerly known as Burlington County College). She has been an RHIT since 1997, CCS since 1999 and CDIP since 2017. Carole is also an AHIMA Approved ICD-10-CM/PCS Trainer and an AHIMA Approved Revenue Cycle Trainer. With over 20 years' experience in the field she has worked at several community hospitals in her career as a Coder, Supervisor, Manager, Auditor, and is now the Director of Education and Program Development for NJHA-Healthcare Business Solutions. Carole is also a Senior Adjunct Instructor at Rowan College at Burlington County, with experience in the classroom since 2011. As a very Active Member of NJHIMA, she has been on the NJHI-MA Board in several positions since 2004, including President in 2013, and currently serves as the NJHIMA Advocacy Chair. Carole was also honored by NJHIMA as their Distinguished Member in 2015. Carole is also active with AHIMA on a national level having served in the following capacifies: Member of House of Delegates Best Practice Team 2009; Delegate: 2009 — 2014; HOD Leadership Team: 2012 - 2013; HOD Envision-2013 – 2014; Clinical Terminology & Classification ing Collaborative: Practice Council, January 2014 - 2015; State Advocacy Practice Council, January 2014 – December 2019; ICD-10 Grassroots Representative for New Jersey 2013 -2015; CDI, Quality, and Revenue Management Practice Council, January 2020 - present.



Melissa Minski



Lisa Parker



Amber Owens, RHIA, CCS has been a healthcare professional for 20 years focusing on improving health information, revenue cycle management, and compliance at health systems across New Jersey. Amber is an expert in HIM staff development and leadership, HIPAA compliance, clinical documentation improvement (CDI), and ICD-10 and CPT coding. She received her bachelor's degree in Health Information Administration from the University of Cincinnati and she is currently enrolled in the MHA program at Rutgers University. Amber serves on the NJHIMA board as President, and is an active member of HFMA and ACHE.



Marquita Rawlins, RHIA, CCS – Director of Hospital Review Services. Marquita has over 13 years of experience in the Health Information Management field. Marquita has experience with facilities ranging from small critical access hospitals to large multi-hospital networks including Trauma Level 1 Medical Centers. She has held various positions as a Coding Specialist, Manager of Audit Services, DRG RAC Auditor, and ICD-10 Auditor for acute care facilities nationwide. Marquita is an AHIMA approved ICD-10-CM and ICD-10-PCS Train the Trainer and has been actively involved with RMC's ICD-10 Training and education program. Under Marquita's direction, RMC auditors provide stellar hospital coding review services for clients throughout the US.



Erica Remer, MD, CCDS Dr. Remer has a unique perspective as a practicing emergency physician for 25 years, with extensive coding, CDI, and ICD-10 expertise. She was a Physician Advisor before transitioning to independent consulting in July 2016. Dr. Remer is a member of the ICD10monitor editorial board, the AC-DIS Advisory Board, and the Board of Directors of the American College of Physician Advisors and serves as the co-host of Talk Ten Tuesdays, a weekly national podcast. Dr. Remer has created the only physician-created learning modules available to teach clinical providers excellent documentation practices, and her passion is educating CDI specialists, coders, and healthcare providers with engaging, case-based presentations and publications on diverse topics including sepsis and COVID-19.



Marie Rommel, RHIA Ms. Rommel holds a BS in Management and Nutrition from Montclair State University and a Post-Baccalaureate in Health Information Management from Kean University. She is professionally affiliated with the New Jersey Health Information Management Association, (NJHIMA) as a board member and chairperson of the Long Term Care Committee and a member of American Dietetic Association, (ADA). Marie is the Director of Medical Records at a 45 bed in-patient Acute Care Psych Hospital located in Berkeley Heights, NJ. She also, is the CEO/ owner of Health Information Specialists, a private consulting firm specializing in Long Term/Sub-Acute, In-Patient Psych, Assisted Living and both Adult Medical Day Care Facilities as well as DDD Day Habilitation Programs in NJ. Marie also frequently does Public Speaking as well as Educational Sessions on such topics as: Long Term Care and the Medical Record Department, Medical Records in the Adult Medical Day Care Environment, Documentation Standards and Regulatory Requirements and how to submit a Plan of Correction upon completing Federal/State Inspections/Surveys, and various other topics pertaining to the Health Information Department in assorted Health



Anna Lisa Russo-Scholer, RHIT, CDIP, CCS Anna Lisa Russo-Scholer, or Lisa as she prefers to be called, is a graduate of Burlington County College. (now known as Rowan College at Burlington County.) Lisa has been a member of AHIMA and NJHIMA since 2011. She obtained her CCS in 2012, RHIT in 2015, and CDIP in 2018. She has also been an AHIMA Approved ICD-10-CM/PCS Trainer since 2015. Lisa began her HIM career in 1990 as a file clerk in Medical Records at Community Medical Center. In 1998, she decided to switch careers to pursue her passion for drafting, design and graphic arts with an Architectural and Engineering firm in Princeton. After 13 years of a successful career managing drafters and designers in the world of Architecture, the economy for Construction and Design began to falter. It was then she returned to school at BCC to resurrect her career in HIM. Starting in 2013 she worked for Virtua Health as a coder. Gaining valuable experience working at different sites within the Virtua system, she advanced to the position of Clinical Documentation Quality Administrator in the middle of 2014. Lisa's duties include internal auditing, training new coders, coaching and educating the coding staff, reviewing audits from RAC and other insurance companies, writing rebuttals where required, working closely with the CDI staff and reviewing DRG mismatches. She also met with physician teams and the CDI staff to assure compliance with documentation and coding policies. In 2015, she began working for NJHA HBS as a Coder III, which exposed her to working with various facilities throughout New Jersey. Lisa advanced to the Coder IV position that included CDQA responsibilities, which consisted of Auditing, both internal and external as well as educating coders. Lisa is now with Pena4 as a Quality Improvement Coordinator. Her role here includes auditing, coding, education, DRG validation and providing presentations to clients. Pena4 has expanded her resume so that it now includes facilities in the New York region as well.



Diane Stoner, RHIT, CCS is the Director of Coding and Education at NJPR. Diane is an AHIMA Approved ICD-10 trainer with over 28 years of HIM experience. Diane has been a member of NJPR's Hospital and Medical Support Services for over 20 years with extensive experience in Inpatient and outpatient coding; DRG/APC validation; Assessment of coding accuracy, completeness and DRG assignment Coder mentoring and focused education; Review and response to insurance denials. Diane has years of supervisory experience both at the hospital level as well as within NJPR, responsible for the overall quality of coding support services provided by NJPR staff. Currently Diane develops and oversees client specific quality initiatives, concurrent and retrospective reviews, coupled with focused educational programs. Diane co-authored NJPR's ICD-10-CM/PCS Modular Training Program, Advanced Cardiology, Obstetrics/Gynecology and Orthopedic coding workshops. Diane presents these programs/workshops to various audiences including State and local HIMA chapters. Diane contributes to the Coding Blog on the NJPR website and is frequently called upon to provide expert coding opinions. Diane received her RHIT accreditation in 1994,



Shawn Sutherland, CPHIMS serves as the Director for Healthcare Data Solutions at TIBCO and helps lead the healthcare sector in the US and Canada. He has spent his career in leadership positions for some of the most prestigious organizations in the South. His experience varies from Director of Analytics at UT Southwestern Medical Center to heading up business intelligence, value-based quality and software development at Baylor Scott & White Health System. Shawn has an entertaining speaking style utilizing real world examples. He has presented at the national conferences for HIMSS and Healthcare Data Analytics Association. He served 3 years on the National Quality Task Force, and his work at Baylor was recognized with a CHIME Innovator of the Year Award. His team's predictive analytics methods for Solid Organ Transplant were featured in UT Southwestern's 2018 Davies Award, the pinnacle of the HIMSS Value Recognition Program.



Rich Temple has over 30 years of healthcare experience at all levels. He is currently the Vice President / Chief Information Officer for the Deborah Heart and Lung Center, an 85-bed nationally renowned cardiovascular specialty hospital in Browns Mills, NJ. Rich also serves as Deborah's HIPAA Security Officer. Prior to his role at Deborah, Rich spent a number of years in the consulting space including stints as the founder of Richard Temple & Associates, a consultancy specializing in healthcare advisory and strategy as well as serving as the National Practice Director for IT Strategy for Beacon Partners (now KPMG). Additionally, Rich has also worked as Vice President / Chief Information Officer for both the Saint Clare's Health System in Denville, NJ and for AristaCare Health Services, which runs several long-term care facilities in New Jersey and Pennsylvania. Earlier in his career, Rich worked for McKesson Provider Technologies and Health Management Systems on revenue cycle optimization projects. Rich has also served as President, Secretary, and Board Member of the statewide Chapter of HIMSS in



Luanne Woods, RHIT, CALA, CDP has been consulting in over eighty centers throughout the country, since 1979. She also has over a decade of experience, coordinating and conducting medical reviews for the Peer Review Organization of New Jersey. After receiving her degree in Health Information Management, she earned her credentials from the American Health Information Management Association. She also received certification from the New Jersey Department of Health as an Assisted Living Administrator. Most recently, she assisted in developing MyAdultDayCare Software for the adult day care industry, that is being utilized in centers throughout the country.



CiOX

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CONTACT: Susan Ilasi, Administrative Assistant EMAIL: silasi@cbiz.com PHONE: 609-918-0990

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CONTACT: Barbara J. Parmese, President & CEOEMAIL: b.j.parmese@njpr.comPHONE: 973-334-3443

Pena4: Expert Revenue Cycle Management and H.I.M. Services Pena4 develops and implements remote revenue cycle management and H.I.M. solutions designed to support and grow healthcare operations on a global scale. Our team of revenue cycle manage-

ment professionals deliver outsourced revenue cycle strategies and offshore staffing services to drive efficiency, compliance, and bottom-line profitability. OUR PEOPLE: At Pena4, we believe that success begins with our people — and we are proud to say we have some of the very best in the industry on our team. We hire exceptional professionals who leverage their insight, credentials, and industry expertise to do exceptional work. In 1998, Our Founder, Manny Peña, launched H.I.M. ON CALL/ Pena4 with one primary goal: to develop collaborative, outsourced workforce solutions that bridge the gap between people and technology. Today, our vision remains the same. Pena4 is dedicated to creating customized, remote revenue cycle management and offshore staffing strategies that increase our clients' financial and operational health. OFFSHORE STAFFING: Full-time employees drive overhead and costs, restricting a company's growth and overall success. Salaries, benefits, and tax requirements are just some of the many expenses businesses must absorb to maintain permanent support resources. Pena4's offshore staffing solutions offer our partners access to elite remote talent across multiple verticals. Our skilled, trained, and experienced offshore professionals eliminate performance gaps to optimize output across every phase in the revenue cycle.

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