

# Cindy M. Hagle

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[CindyHagle@hotmail.com](mailto:CindyHagle@hotmail.com)

**EDUCATION:** B.S. Business, Minnesota State University, Moorhead, MN  
(In Process) M.S. Health Informatics, Dakota State University, Madison, estimated graduation date May 2019

**CERTIFICATIONS:** Certified Professional Medical Auditor (CPMA)  
Certified Professional Coder (CPC)

**CREDENTIALS:** South Dakota Secondary Education Teaching Credential

**SKILLS:** Expert knowledge of all aspects of professional and hospital medical coding.  
Experience working in all aspects of the revenue cycle/reimbursement/denial process.  
Strong understanding of payer policies and regulatory requirements.  
Advanced computer skills.

## **PROFESSIONAL EXPERIENCE:**

### **Program Director and Instructor for Medical Coding and Billing and Health Information Services, Southeast Tech - Sioux Falls, SD**

June 2013 to present

Developed associate-level Medical Coding program. Designed curriculum and implemented program and course outcomes for Higher Learning Commission. In-class and online delivery of courses in Billing, Reimbursement, ICD-10 CM, ICD 10 PCS, CPT, HIPAA Rules and Regulations, Evaluation and Management, Compliance, Health Information Management courses. Academic advisor for students. Chair, Campus Climate Committee.

### **Coding Manager, Sanford Health – Sioux Falls, SD**

August 2012-June 2013 (started transition to manager in April 2012)

Promoted from Coding Analyst. Managed coding for several groups of specialty clinics. Responsibilities included physician education, coder education, coding audits, monitoring work queues for coder quality and production. Worked professionally with clinic directors, physicians, compliance department, billing department and coders. Developed a coding compliance plan with team members. Developed a coding contract for work-at-home coders focusing on HIPAA and productivity.

**Specialty Clinic Coding Analyst, Sanford Health – Sioux Falls, SD**

November 2009-August 2012

Researched and answered coding questions for all Sanford specialty clinics. Worked with reimbursement team regarding denials or reduced payment, researched payer policies, prepared presentations for coding managers, trained new coders. Developed and presented coding policies to the department. Maintained the department SharePoint website. Wrote monthly department update/compliance newsletter.

**Medical Coder/Transcriptionist, Sanford Clinic Women’s Health – Sioux Falls, SD**

July 2005-November 2009

Coded OB visits, E/M visits, labs, ultrasounds, surgeries and deliveries for patients. Transcribed office visits and operative notes. Worked with medical records prior to EMR implementation.

**CONTRACT/PART-TIME/SUMMER WORK**

**Contract Content Editor/Subject Matter Expert, American Academy of Professional Coders-Salt Lake City, UT**

January 2016-Present

Review education and testing material for content, accuracy and educational validity for American Academy of Professional Coders.

**Contract Consulting/Coding, Native Command Consultant – Pierre, SD**

March 2016 to present

Audit/code records for Indian Health Services using RPMS system.