

JUAKENA JOHNSON, CHC, CHPC, CMCO

Dynamic, driven, creative, savvy, results-oriented, multi-tasking compliance professional who builds strong partnerships and manages compliance projects. Decisive, strategic leader who develops and applies solutions that build value for the organization, customers, and other stakeholders while enforcing compliance and streamlining processes.

Employment:

7/13 – Present Rutgers, The State University of New Jersey

Ethics and Compliance Investigations and Privacy Manager

Responsibilities: Oversight and administration of Navex a highly sensitive and confidential university compliance hotline reporting system. Implement and facilitate investigation intake, triage and management of cases for a system operating 24/7 and available to over 70,000 students, 8500 faculty, approximately 15,000 staff, and numerous patients. Thorough understanding of the HIPAA Privacy Rule, laws and regulations. Monitors and conducts privacy and compliance audits, risk assessments, walk-throughs and investigations. Reports organizational breaches annually to the Office of Civil Rights. Managed the non-disclosure database. Conducts Code of Conduct, HIPAA, New Student and Employee Orientation in-person training sessions. Creates training evaluation surveys through Qualtrics to measure effectiveness of the program. Prepares statistical training data and investigative activity reports and graphs. Possess excellent project management skills and ensures the Federal Guidelines of an Effective Compliance Program are followed. Collects key performance indicators for a metrics dashboard and has tracked and collected over 1,200 risks. Assists with creating action plans, workflows and workplans to mitigate risk. Works collaboratively with Legal, Office of Employment Equity and Labor Relations to resolve issues. Works diligently with the Information Systems and Technology group to ensure compliance with regulatory requirements, web filtering-surf control and access control for layoffs, terminations and employee separations. Assist Human Resource in review of layoffs and terminations to ensure non-retaliation. Assist with discovery of documents involving litigation. Responsible for marketing and branding which includes overseeing our department website through WordPress. Manage compliance tasks, coordinates and supervises compliance awareness activities such as Compliance Week, Compliance Grand Rounds and Rutgers Day. Ensures appropriate and timely implementation of investigative and compliance related corrective actions, remediation plans and consistent discipline for violations of Federal, State, Privacy and HITECH, rules, laws and regulations. Ensures required reporting timeframes from Federal and State requirements are met. Exercise sound judgement to accomplish objectives while developing and building great relationships with key departments across the university. Consistently receives accolades for interpersonal and responsive customer service.

7/07-7/13- University of Medicine and Dentistry of New Jersey

Ethics and Compliance Investigations Case Manager

Responsibilities: While under a 5-year University Corporate Integrity Agreement, coordinated and implemented the University's first web-based compliance hotline submission system. Analyzed data and designed statistical charts for Senior Vice President of Compliance, Investigations, Human Resources, Workplace Diversity and the Legal Department. Monitored and maintained over 700 compliance hotline reports and over 1300 follow-up reports on an annual basis. Collaborated and worked seamlessly with the Legal, Labor Relations, Affirmative Action, Human Resources, and Internal Audit departments. Conducted Privacy Investigations and reported annually to the Office of Civil Rights. Chaired the Disciplinary Review Committee while ensuring non-retaliatory actions. Reviewed terminations and layoffs to ensure consistency across the enterprise. Followed government reporting and regulatory requirements related to the University Ethics and Compliance Program.

10/04-7/07 University of Medicine and Dentistry of New Jersey

Senior Compliance Coding and Billing Auditor

Responsibilities: While under a 3- year Deferred Prosecution Agreement and at the direction of the Vice President for Ethics and Compliance and Legal Management, implemented standard operating procedures, audit tools and methodologies for the UMDNJ Coding and Billing program, and our Investigations Group. Designed and implemented database systems to track physician audits and compliance investigations. Evaluated and managed coding and billing, PATH rules and Investigative Case Management training for our administrators, physicians and support staff. Developed findings and recommendations and established protocols and techniques which strengthened and advanced our program while and supporting university activities.

2/04-5/05 Edison Radiology Group

Supervisor of Patient Account Representatives

Responsibilities: Supervised a staff of 12 employees. Conducted employee training and evaluations. Assured adequate staffing and approved employee work schedules. Reviewed collection reporting, coding and billing and accounts receivable management. Resolved phone inquiries and answered attorney correspondences. Set team goals, maintained departmental files, and coordinated workflow. Audited team productivity, evaluated performance, interviewed, hired and terminated staff.

10/03-01/05 Visiting Nurses

Long Term Care and Hospice Coder

Responsibilities: Reviewed and extracted information from operative reports and assigned appropriate ICD-9 and CPT-4 codes to encounter forms for billing of Long Term Care and Hospice services. Adhered to Medicare, Medicaid and Third-Party regulations related to Long Term and Hospice coding and billing practices.

Professional Certifications:

- ❖ Certified in HealthCare Compliance: 12/2007 - Present
- ❖ Certified in HealthCare Privacy Compliance: 5/2013 – Present
- ❖ Certified HealthCare Compliance Officer: 1/2014 – Present
- ❖ Certified Professional Coder: 05/1997-12/2017

Professional Committees

- ❖ Rutgers University Communications and Marketing Committee – Current
- ❖ Rutgers Investigative Review Committee
- ❖ Corporate Compliance Committee
- ❖ Health Care Financial Management Association- NJ (Annual Institute Committee) – Past and Present
- ❖ Rutgers and University of Medicine and Dentistry Integration/Merger Committee - Past
- ❖ University of Medicine and Dentistry Disciplinary Review Committee-Chaired

Professional Memberships:

- ❖ Health Care Compliance Association – HCCA
- ❖ Health Care Financial Management Association- HFMA
- ❖ American Institute of Healthcare Compliance - AIHC
- ❖ Rutgers Communicators Network
- ❖ University Risk Management and Insurance Association – URMIA

Education:

University of Phoenix, Phoenix, Arizona, Business Management-Associates Degree

Johns Hopkins University, Baltimore, Maryland, Business Management – Credits obtained

References Furnished Upon Request