

Elizabeth (Lisa) Maciejewski-West
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Curriculum Vitae/Resume

October 2006-Present: Owner/Founder, Gold Star Medical Business Services, Horseshoe Bay TX

Company, offering Medical Billing, Consulting, Staff Training, Compliance and Credentialing Services for private practice physicians, chiropractors, therapists and dentists. Independent Chart Auditing Services. Online Education (Gold Star Academy) Services. On-site productivity assessments, consulting, strategic planning and marketing solutions. Owner has presented thousands of live seminars and webinars to various local and state medical groups and associations, as well as own clients.

January 2023-Present: Founder/Director, Chiro Congress National Insurance Helpdesk Program

A program offering insurance help to members of State Chiropractic Associations throughout the United States. Answers questions related to Chiropractic Coding, Billing, Reimbursement, Documentation Compliance, Provider Enrollment and Insurance/Medicare Policy.

June 2023-Present: Speaker and National Advisory Board Member, American Medical Billing Association

Assists and advises the American Medical Billing Association on matters relating to Specialty Billing, Programs, Policies, CEUs and Conferences

August 2023-Present: Member of the Chiropractic Future Strategic Plan Technical and Reimbursement Committees

Works with committee members on matters relating to Chiropractic Policies, Coding and Reimbursement Strategies and Data Mining to ensure fair and equitable reimbursements for Chiropractors nationwide.

September 2023-Present: Vice Chair, Board of the Texas State Office of Risk Management (SORM)

Board that oversees and monitors the Workman's Compensation program for State of Texas Employees, as well as the Auto and Property Insurance lines of Business for the transportation and properties owned by the State of Texas

May 2021 – Present: Unified Virginia Chiropractic Association Member Services Representative

Provides Billing, Coding and Compliance Assistance to members of the UVCA

June 2015 – December 2024: Director of Program Development/Faculty Member, Practice Management Institute, San Antonio TX

Taught nationwide to hospitals, clinics and private practices, via live class and webinar formats. Topics include Medical CPT/HCPCS Coding, E/M Auditing, ICD10 Crash Course, Advanced ICD10 Coding, Compliance for Medical Offices, Compliance for Third Party Billing Companies, Patient Collections, Billing and Revenue Cycle Management, Chart Auditing and Documentation, Medicare Regulatory Updates, Front Desk Operations, Medical Office Management, Credentialing and Contracting

June 2016 – January 2021: Adjunct Faculty, Texas State Technical College, Abilene TX

Taught Health Information Technology, Medical Coding, Medical Office Management, Medical Billing classes throughout West and West Central Texas

October 2007-September 2020: Adjunct Faculty, Angelo State University Small Business Development Center

Taught a variety of small business classes to clients of the Angelo State SBDC. Topics include Staff Hiring and Retention, Marketing, Branding, Goal Setting, Managing Accounts Receivables, Time Management

Sept 2000–July 2009: Senior Consultant, Integrity (Kats) Management, Lincoln NE

Consulted with over 250 clients throughout the United States on a variety of practice building issues, including new patient acquisition, patient education and retention, office systems, insurance billing and coding, collections, staff training and meetings, overhead management, practice start up and acquisition, goal setting, and financial/retirement planning.

Jan 1997–July 2009: Seminar Trainer/Speaker, Integrity (Kats) Management

Taught and spoke on a variety of topics, including marketing, appointment scheduling and patient traffic flow, new patient procedures, telephone procedures, time management, handling disgruntled patients, insurance billing and coding, billing and collections systems, overhead management, staff meetings and strategic planning sessions, rehab, and staff image/motivation. Had numerous classes taped via audio and video and incorporated into the staff and doctor training materials of Integrity Management.

Jan 1996 – September 2000: Clinic Administrator, Lone Star Chiropractic Clinics, Inc. San Angelo TX

Worked with chiropractor in San Angelo TX to set up and administer satellite clinics throughout West Texas and Dallas. Was responsible for demographic studies, securing locations, negotiating lines of credit for each clinic, negotiating leases, setting up insurance contracts, ordering equipment, floor plan design, hiring associates and support staff, training and marketing. Also held organizational meetings and seminars on a quarterly basis. Was responsible for all troubleshooting aspects of the business.

June 1982 – Jan 1994: Medical, Dental, Chiropractic Assistant, Office Manager

Worked in various dental, medical and chiropractic offices throughout the United States, including New York, Arizona and Texas. Experienced in all aspects of medical and chiropractic office systems and management, including front desk, insurance billing, therapy and rehab, x-ray, bookkeeping, marketing, office and staff management.

EDUCATION:

1984 Bachelor of Music, Voice Performance. Manhattan School of Music, New York, NY

1988 – 2009 Numerous Medical, Dental and CA Training and Development courses through the Arizona and Texas State Chiropractic Associations, ACA, AMA, AZ Dental Association, Medicare, NACA, and Kats/Integrity Management

2015 – Certification CMC (Certified Medical Coder), Practice Management Institute, San Antonio TX

2016 –Certification CMOM (Certified Medical Office Manager), Practice Management Institute, San Antonio TX

2016 – Certification CMIS (Certified Medical Insurance Specialist), Practice Management Institute, San Antonio TX

2018 – Certification CPCO (Certified Professional Compliance Officer), American Academy of Professional Coders (AAPC)

2023 – Certification CPCO-I (Certified Professional Compliance Officer INSTRUCTOR) American Academy of Professional Coders (AAPC)

AWARDS AND APPOINTMENTS:

2006 Winner of \$15,000 business start-up grant, Business Plan Competition, Concho Valley Center for Entrepreneurial Development, San Angelo TX

2010 State of TX, Governor's Award, Small Employer of the Year

2011 Small Business Administration, Women in Business Champion of the Year

2011 San Angelo TX Chamber of Commerce, Economic Development Award

2018-2022 Governor's Appointment to the Rehabilitation Council of Texas (RCT) Vice Chairman of RCT July 2019-2021

2018, 2020, 2022 HireVets Gold Medallion Award, US Veteran's Administration/US Department of Labor

2023-present Governor's Appointment to Board of Directors of the Texas State Office of Risk Management (SORM).

Currently serving as Vice Chair.