

Helen Avery, CDC, CPC, CPC-I, CHC
Senior Consultant

Helen is a Senior Consultant for Pinnacle, bringing over 25 years of experience in the healthcare industry. Her areas of expertise span the depth and breadth of the healthcare industry including coding and internal audit, health information management, revenue cycle operations, regulatory compliance, enterprise risk management and litigation support. Prior to joining Pinnacle, Helen was the Director of Operations for Assistive Coding and Managing Consultant at Navigant Consulting.

Ms. Avery has unique ambulance coding audit and compliance experience, as she began her healthcare career in pre-hospital care and transportation. Her other experience includes conducting coding and documentation audits in a variety of specialties such as Dental, Durable Medical Equipment, Radiation Oncology, Radiology, Rural Health Clinics, Ambulance, Laboratory, Anatomic Pathology, and Dialysis coding. She has conducted audits using a variety of sampling methods such as statistically significant discovery audits and developing re-payment recommendations for clients wishing to self-disclose. She also has conducted program integrity audits with claims testing for state-funded plans to ensure stewardship of healthcare tax dollars, as well as managed due diligence audits and operations assessments.

Helen has led operational standardization for health informatics business segments, such as vendor governance, coder productivity, transcription cost reduction, computer-assisted coding implementation and enterprise master patient index initiatives. Ms. Avery recently strategized to create a corporate revenue integrity department for a 40-hospital health system; led a charge capture committee for Cerner implementation at a large health system as well as having contributed significantly to middle revenue cycle remediation projects for both facility and professional operations.

Professional Designations and Affiliations:

- Certified Professional Coding Instructor, American Academy of Professional Coders
- ICD-10-CM Trainer 2010-2016, American Health Information Management Association (former)
- Certification in Healthcare Compliance, Health Care Compliance Association
- Certified in Dental Coding, American Dental Coding Association
- Certified as an EMT-Cardiac Tech in Virginia (former)