

# THE Importance of Caring

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## my journey into health care



### Becky Turner

CHARGEMASTER COORDINATOR/PATIENT ACCOUNT SUPERVISOR

There is more to health care than direct patient care. It takes many people with many different skills to ensure a hospital is able to run smoothly.

Becky Turner is one of those people.

Turner is the chargemaster coordinator/patient account supervisor at Columbus Community Hospital, a position she's held since early 2017.

Hospital departments send her requests for new billing codes to be created. After a price has been set, the code can be built and entered into the chargemaster, which is a comprehensive list of all the items that are billable to a hospital patient or patient's health insurance provider. Once this step is complete, departments can then charge patients for procedures and services based on this code.

This is one of the behind-the-scenes aspects of health care that many people may not be familiar with. Even Turner wasn't aware of some parts of the chargemaster coordinator job before she took on the position on herself.

Turner had been working as the patient account lead for about three years when the chargemaster coordinator/patient account supervisor position became available.

**"I honestly had never thought about who builds the codes that are entered in the**

**hospital information system for billing and coding purposes,"** she said. **"When I was first training to take on this new position, it showed me a new piece to the puzzle and helped me understand more how insurance billing works and how the chargemaster's compliance to regulations is essential."**

Though Turner hadn't thought much about the chargemaster coordinator's role going in, she did have a variety of experience that prepared her for the job.

Turner has worked in different facets of health care for more than 25 years. She started working at CCH in 2009 as a pharmacy tech and moved to the Patient Accounts Department in 2011. She has a bachelor's degree and holds several revenue cycle certifications.

This background helped prepare Turner for her chargemaster coordinator role, as well as all of the other tasks she handles in the Patient Accounts Department. As patient account supervisor, she also assists her team with trouble claims, helps with day-to-day operations of the Patient Accounts Department, and tries to stay on top of all the changes each insurance company makes to its policies.

**"There is never a typical day in our department,"** Turner said. **"Usually I start the day with a list of what needs accomplished and by the end of the day, if it all is completed, then it is a good day."**

No matter what the day holds for her, Turner knows she will have the support of the hospital and her Patient Accounts team.

**"CCH encouraged my education paths and leadership through certifications and training programs and I have had wonderful mentors in both pharmacy and patient accounts,"** Turner said. **"My team in Patient Accounts is like family. We support each other through good times and bad."**

Family is the reason Turner got into health care in the first place. Her mother had encouraged her to do something in health care and once Turner started down that path, she knew it was for her.

**"It's become my passion. I love to help people and if I can bring a smile to someone's day, then hopefully that makes their day brighter,"** she said. **"If you want to be in health care and the clinical side is not for you, I encourage you to learn the business side. It will keep you on your toes and the education never stops."**

**For more information on Turner or CCH's Patient Accounts Department, visit [www.columbushosp.org](http://www.columbushosp.org).**