

# Margaret Landers-Thompson

Compliance • Operations • Technology Solutions

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## PROFESSIONAL SUMMARY

Compliance-focused healthcare operations professional with experience in appeals administration, medical records review, claims operations, insurance verification, regulatory documentation, workflow standardization, audit readiness, and process improvement. Demonstrated ability to identify operational inefficiencies and build practical technology solutions that improve compliance readiness, documentation quality, workflow consistency, and business outcomes. Experienced in Governance, Risk & Compliance (GRC), healthcare operations, workflow automation, business analysis, and web-based application development.

## CORE COMPETENCIES

Compliance & Risk Management	Healthcare Operations	Technology & Business Solutions	Technical Skills
Governance, Risk & Compliance (GRC) Risk Assessment Records Retention Regulatory Compliance Corrective Action Tracking HIPAA Compliance Audit Readiness Policy Interpretation CMS Guidelines Internal Controls Documentation Governance Quality Assurance	Appeals Processing Documentation Review Operational Reporting Claims Administration Case Preparation Process Improvement Medical Records Review Provider Coordination Insurance Verification Workflow Standardization	Workflow Automation Documentation Automation Data Management Requirements Analysis User-Centered Design Business Analysis Business Process Design Process Mapping Web Application Development Operational Dashboards	HTML5 CSS3 JavaScript GitHub Cloudflare Pages Salesforce EHR/EMR Systems E-clinical Works CMS Portal Microsoft Excel

## FEATURED TECHNOLOGY SOLUTIONS

### Decision Support Workflow Foundation

Independent Project | 2026

Designed and developed a configurable business rules and determination generation platform supporting structured review processes, weighted decision-making, documentation analysis, and outcome generation across multiple industries.

- Built using HTML, CSS, and JavaScript; deployed via GitHub and Cloudflare Pages
- Developed configurable workflow logic supporting consistent, audit-ready determination output
- Designed for cross-industry application including healthcare appeals, vendor risk reviews, compliance exceptions, and procurement decisions
- Implemented browser-based data persistence and draft management for session continuity

### Healthcare Appeals Documentation Builder

Independent Project | 2026

Designed a workflow application that standardizes healthcare appeal determinations through configurable rationale templates and automated documentation generation.

- Multi-step review workflow with determination engine and automated rationale generation
- Structured documentation output supporting operational workflow and compliance readiness

### Medical Records Review Workbench

Independent Project | 2026

Developed a records review application focused on documentation completeness, case readiness assessment, and structured review workflow management.

- Missing documentation tracking with case readiness scoring and findings management
- Structured review summaries supporting workflow standardization and quality assurance

### **Compliance Audit Tracker**

Independent Project | 2026

Built a compliance management application for documenting findings, assessing risks, tracking remediation efforts, and generating audit reports.

- Audit findings management with risk assessment workflows and compliance health scoring
- Corrective action tracking and audit report generation for compliance monitoring

### **Vendor Risk Assessment Builder**

Independent Project | 2026

Developed a risk-based vendor onboarding and assessment platform supporting compliance, procurement, and cybersecurity reviews.

- Structured vendor risk scoring with configurable assessment criteria and weighted evaluation logic
- Compliance documentation output supporting audit readiness and procurement decision workflows

## **PROFESSIONAL EXPERIENCE**

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### **Senior Appeals Coordinator**

03/2025 – Present

Maximus Federal Services | Remote

- Coordinate healthcare appeal processes ensuring compliance with CMS guidelines and organizational policies
- Review complex case documentation for completeness, accuracy, and regulatory compliance
- Maintain audit-ready documentation supporting appeals operations and quality control activities
- Identify procedural gaps and recommend process improvements to support operational effectiveness

### **Domestic Travel Coordinator**

03/2024 – 03/2025

Maximus Veteran Evaluation Services | Remote

- Coordinated provider scheduling and travel logistics supporting medical evaluation services
- Maintained HIPAA-compliant handling of provider and patient-related information
- Supported operational reporting and scheduling accuracy initiatives; ensured compliance with contractual requirements

### **Medical Records File Clerk**

02/2023 – 03/2024

Maximus Veteran Evaluation Services | Remote

- Reviewed medical records to identify relevant clinical information and supporting documentation
- Ensured record accuracy, completeness, and compliance with HIPAA standards
- Conducted documentation research supporting case review and quality assurance initiatives

### **Accounts Receivable Representative**

04/2022 – 02/2023

TridentCare | Remote

- Managed insurance claims routing and verification processes; resolved documentation discrepancies through payer research
- Maintained billing accuracy and claims documentation integrity supporting revenue cycle compliance requirements

### **Medical Clerical Assistant**

10/2019 – 10/2020

Methodist LeBonheur Healthcare | Memphis, TN

- Maintained HIPAA-compliant patient documentation within EHR systems; managed appointment scheduling and administrative workflows
- Supported provider operations through documentation management and records accuracy initiatives

### **Insurance Specialist / Vaccine Specialist**

08/2016 – 05/2019

The Shot Nurse | Memphis, TN

- Verified insurance eligibility and authorization requirements; processed claims and resolved documentation discrepancies

- Maintained compliant immunization documentation and supported patient services and billing operations

### **Medical Clerical Assistant**

12/2014 – 03/2018

Methodist LeBonheur Healthcare | Memphis, TN

- Managed patient scheduling, documentation workflows, and EMR records supporting provider operations
- Ensured compliance with HIPAA privacy standards across patient intake and records management activities

### **EDUCATION**

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Associate of Science | Southwest Tennessee Community College

Diploma, Medical Assisting | Concorde Career College

### **CERTIFICATIONS**

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- Governance, Risk Management & Compliance (GRC)
- Global Ethics & Compliance
- HIPAA Compliance Training
- CMS Compliance Training