



## Jozette Cook-White, MSN, MHA, RN, CCM, CPC



Jozette Cook-White is a Registered Nurse with over 25 years of experience in various clinical areas and administrative aspects of healthcare which includes 7 years' experience with Medicare program integrity contractor activities.

Prior to joining Managed Resources, Inc., she served in the roles Medical Review Director for the Comprehensive Error Rate Testing Program contractor and as the Director of Medical Review Operations with the Jurisdiction 15 Medicare Administrative Contractor (MAC). Ms. Cook-White also has experience on the provider side where she served as the Director of Medical Audit and Appeals for a large hospital system in Charlotte, North Carolina. She has developed education for Medicare Parts A and B in various formats and conducted teleconferences and one-on-one training for Medicare Part A and B providers on Medicare regulations and the clinical review process.

Ms. Cook-White earned a Bachelor of Science degree in Nursing from South Carolina State University, and Master of Health Administration degree and a Master of Science degree in Nursing from the University of Phoenix. She is also a Certified Case Manager (CCM) and Certified Professional Coder (CPC).

**Session Title:** Medicare Contractor Audits: Use of CERT Audit Results to Identify Areas of Risk and Reduce Denials

### **Brief outline of session:**

- Overview of the Comprehensive Error Rate Testing (CERT) Program
- Projecting audit areas of focus
- Tips for collaboration with CMS
- Turning audit results into opportunities