

THE Importance of Caring

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my journey into health care



Brenda Jones

BILLING SPECIALIST

Sometimes life takes people where they never expected to go.

For example, Brenda Jones, a billing specialist with Columbus Community Hospital, never planned on working in health care.

Jones earned a business degree from the University of Nebraska at Kearney and then spent several years working in the business field before becoming a stay-at-home mom. When her youngest child entered school, Jones started working for a home health care agency in Lincoln doing data entry and accounts receivable.

Jones moved on to a large physical therapy group in Lincoln, where she learned how to electronically bill and credential providers. She also learned a bit about medical coding.

Jones then took a job as a billing and coding specialist with the University of Nebraska-Lincoln. In this position, she worked for UNL's Barkley Speech-Language and Hearing Clinic, doing coding for its speech pathology and audiology graduate programs.

“Even though I had very little coding experience, they hired me, so I learned how to code audiology and speech pathology on the job,” she said. **“Throughout my career journey, each position has given me valuable training and building blocks that have prepared me to advance to the next position.”**

Jones' next position would be at CCH.

When Jones' husband accepted a teaching position in the Columbus area, the family moved to Columbus from Lincoln. Shortly afterward, Jones was hired as a billing specialist for otolaryngology at CCH.

That was in June 2017, and Jones has been in the position ever since. She does medical coding for ENT providers, verifies information for billing purposes, bills claims to insurances, does accounts receivable follow-up and processes patient payments.

Jones said she is very supported in her work by her practice manager, Nancy Rinkol, who encourages her to attend webinars and seminars to enhance her skills further. She also appreciates the support she receives from her

coworkers in the Columbus Otolaryngology Clinic and CCH as a whole.

“We have a great team who work well together in the ENT office,” Jones said. **“And, as a hospital, I am always impressed by how well each hospital department works together.”**

These are just a few reasons Jones is happy to have found a job in health care.

“It's rewarding to help people navigate their insurance, help them with payment options and get claims paid,” she said. **“It has also been a privilege over the years to work with such dedicated and caring medical professionals.”**

Jones encourages other people to look into careers in health care even if they wouldn't have considered before.

“Health care is multi-faceted,” she said. **“There are many non-medical positions. Be willing to learn new skills. You never know where they may take you.”**

To learn more about Jones or Columbus Otolaryngology Clinic, visit our website at www.columbushosp.org.