

# KidsCare MONTHLY

YOUR MONTHLY GUIDE TO ALL THINGS KIDSCARE



also in this  
online digest...

Get to know Dustin Thompson  
Back to School with KidsCare

*But first!*

## BUSINESS HISTORY TIDBITS

### *An Interview or Orientation?*

Back when some of our most tenured employees started working for KidsCare, our interview and orientation process was completely different than it is now!

One of our therapists, **Karen** (now, CM), takes us back to her "interview" process...

Upon showing up for her interview, she was given a 3-ring binder, full of master copies of Evaluation Reports, Progress Reports, Daily Notes, a CD Rom, and the KidsCare staffing list!

After receiving her case load, Karen recalls asking, "So i have the job?"

After Karen got the job, she heard that KCHH was having their annual Holiday Party!

So, Karen went downstairs where the handful of people were in their pajamas, on the floor, as they watched National Lampoon's Christmas Vacation!



# BEHIND THE SCENES

A DAY IN THE LIFE OF THE BILLING DEPT

## MEET THE TEAM *Billing*

Stephen Mayo

DIRECTOR OF REVENUE CYCLE

Rachel Vigil

BILLING SUPERVISOR

Tracy Le

BILLING COORDINATOR

Karina Rivas

BILLING COORDINATOR

Lizet Dour

BILLING COORDINATOR

### BASICALLY

Billing handles all Medicaid related cash & bills for the entire company. They review all claims and work to re-submit and collect back money from denied claims, as well.

*also*

Another thing that Billing does, is **Daily Denials**. These are the most recent claim denials that KidsCare receives from insurance companies, on a daily basis. The billing dept is responsible for...

- checking for new patterns
- updating our system with any changes to the insurance and how they need claims filed by us in order to pay out



FROM L TO R: STEPHEN, LIZET, KARINA, TRACY, RACHEL

### DID YOU KNOW?

The Billing Dept separates out their tasks per person, and rotates them each month

This allows for every part of the team to be **cross-trained** and truly be able to work as a team and help anyone who may be falling short.

### ON THE OTHER HAND

The reason it is **so important** to process and work on daily denials, is because after 3 months, a daily denial turns into an **Aging Report**, which is much **harder** to collect back on our from our insurance providers





# EVENTS

## Marketing



KidsCare participated in two Back to School Events (San Antonio & Houston!) and handed out school supplies to kids. Many were excited and ready for their goodies to go back to school.

"This is my favorite event because I feel it truly gives back to the community."

**-Bianca**



Our marketer, Halley, and Dr. Navarro, at Lone Star Circle of Care!

## Therapists



Amanda, on her recent cruise with Autism on the Seas! Amanda got a chance to travel and help families and individuals as she did so!





## At the office

Thank you to all who donated for our School Supply Drive! Kids Care donated to Hope Supply Co. to benefit and help at-risk children in the DFW Area!



Celebrating our August Birthday's with a Pizza Party!



## MEET THE NEW KIDS



Becky Bentancourt  
Authorizations  
Coordinator  
Dallas, TX



Ciara Coats  
Physician Liaison  
Dallas, TX



Selina Weber  
QA Coordinator  
Dallas, TX



Jacinta Amadi  
Licensed  
Vocational Nurse  
Dallas, TX

## KIDSCARE KUDOS

Just want to give a major shoutout to the SLPs of Kids Care! The dedication & compassion they provided to my child was second to none. My little man has been receiving therapies from different agencies since he was a baby but we are fortunate enough to have found Kids Care for their speech pathologists possess the most sound clinical judgment & insights. Also, they consider the factors of the patient's environment & culture, which I find extremely important to my son's overall development. Many thanks to **Elizabeth** (feeding therapist), **Natasha**, and **Alyssa** (speech therapists)!  
ST's, Dallas

**Kerie** is an amazing therapist and has helped my son so much!! He knows when she comes and waits by the window for her. Thank you for the awesome job you do **Kerie**!!  
ST's, Dallas

**Deb** is extremely knowledgeable in pediatric home health and I trust her judgement 100% when it comes to [my son's] development. It has been a pleasure working with her!  
PT,

*great job, therapists!*







Britton Archer  
Licensed  
Vocational Nurse  
Dallas, TX



Deborah Barton  
Registered Nurse  
Dallas, TX



Eden Gessese  
Registered Nurse  
Dallas, TX



Crystal Greenleaf  
Registered Nurse  
Dallas, TX



Jule Lorey  
Registered Nurse  
Dallas, TX



Henrietta Pieh  
Registered Nurse  
Dallas, TX



Leah Pruitt  
Registered Nurse  
Dallas, TX



Fredia Purifoy  
Licensed  
Vocational Nurse  
Dallas, TX



LaTeshia Rozier  
Licensed  
Vocational Nurse  
Dallas, TX



Lashonda Smith  
Registered Nurse  
Dallas, TX



Iffa Syeda  
Registered Nurse  
Dallas, TX



Racheal Mungai  
Registered Nurse  
Dallas, TX



Catherine Gonzalez  
Occupational  
Therapist  
Dallas, TX



Tamam Bushnaq  
Physical Therapist  
Dallas, TX



McKayla Morton  
Speech Language  
Pathologist  
Fort Worth, TX



Christopher Jackson  
COTA  
Fort Worth, TX



Raeleah Schaeffer  
Occupational  
Therapist  
Austin, TX



Jean Brasseaux  
Physical Therapist  
Austin, TX



Karen Bodden  
Speech Language  
Therapist  
Austin, TX



Cindy Hornsby  
Occupational  
Therapist  
Houston, TX



Jessica Slater  
Speech Language  
Pathologist  
Houston, TX



Kerry Blankenship  
Physical Therapist  
Houston, TX



Minerva Fernandez  
Physical Therapist  
Houston, TX



Rebekah Orlando  
Physical Therapist  
Houston, TX



Kristin Jackson  
PT Assistant  
Houston, TX



Angela Ramirez-  
Gonzalez  
COTA  
Houston, TX



Amy Hammond  
Speech Language  
Pathologist  
Houston, TX



Kasey Pennington  
CR Coordinator  
Boise, ID



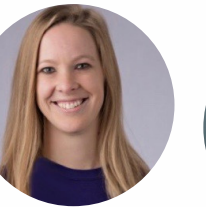
Sara Anderson  
Occupational  
Therapist  
Boise, ID



Samantha Cohen  
Physical Therapist  
Colorado Springs, CO



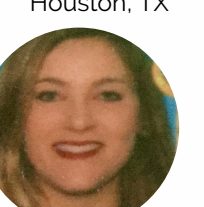
Lauren Pedersen  
Occupational  
Therapist  
Colorado Springs,  
CO



Nicole Halverson  
Speech Language  
Pathologist  
Colorado Springs,  
CO



Bethany Collins  
Physical Therapist  
Denver, CO



Breanna O'Donnell  
Physical Therapist  
Denver, CO



Vinita Kokatnur-  
Lemercier  
Speech Language  
Pathologist  
Denver, CO



Elena Rebholz  
Physical Therapist  
Denver, CO



Sara Wilkinson  
Physical Therapist  
Denver, CO



Andrea Gelo  
Intern SLP  
Denver, CO



Amber Govey  
SLP  
Denver, CO

*Not Pictured:*

Samantha King  
Speech Language  
Pathologist  
Dallas, TX



# GET TO KNOW *Dustin Thompson*

## About

Dustin has three kids (Ella (7 yrs), Kaden, and Nolan (19 mos)), and has been married to his wife, Jennifer, for 10 years!

## Pets

Dustin has a German Shepard Mix, Riley, who is 8 years old! And, he has a Siamese cat, Sadie, who is 10 years old!

## believe it... or not!

Dustin had a full head of hair prior to working at KidsCare!

## What have you **learned** from your time at KidsCare?

☺☺ The biggest thing I have learned from working in the home health industry is that the only constant is change! This industry is ever evolving so you have to be ready to roll with the punches and keep up with all changes that come our way. ☺☺



**VICE PRESIDENT OF BUSINESS DEVELOPMENT  
AT KIDSCARE HOME HEALTH**

## What is the **best part** of your job?

☺☺ As the VP of Business Development, I love being able to watch KidsCare continue to grow into new markets! The amount of growth our company is currently experiencing is very exciting. ☺☺

## Anniversaries & Birthdays

Alison Bacon - 9/1  
Natasha Richards - 9/1  
Alyssa Aquino - 9/2  
Stephanie Ashford - 9/3  
Alma Ceballos - 9/4  
Henrietta Pieh - 9/4  
Sheryle Kuehl - 9/5  
Kayla Greentree - 9/6  
Kerie Hix - 9/6  
Linda Cote - 9/6  
Matthew Brown - 9/6  
Elissa Newman - 9/7  
Jordan Murphree - 9/8  
Matthew Wilcox - 9/8  
Donnie Wills - 9/9  
Heladio Castillo - 9/9

Melissa Chandler - 9/9  
Eden Gessese - 9/11  
Kimberly Gresham - 9/11  
Vanessa Solis - 9/11  
Tara Clark - 9/12  
Chemetra Patrick - 9/13  
Mark Bajkowsky - 9/13  
Sarah Allen - 9/13  
Kaylene Mesecher - 9/14  
Natasha Anderson - 9/15  
Stacey Burks - 9/15  
Holland Kitten - 9/16  
Janay Hale - 9/16  
Jon Clark - 9/16  
Haley Logan - 9/17  
Karli Powers - 9/17

Lashonda Smith - 9/17  
McKayla Morton - 9/17  
Elizama Leon-Gomez - 9/19  
McKenna Ford - 9/19  
Sophia Stanley - 9/19  
Amber McClain - 9/20  
Jean Brasseaux - 9/20  
Kaari Vasquez - 9/20  
Lacee Jones Nichols - 9/20  
Margarett Muncy - 9/21  
Melissa Jonfe-Quinto - 9/22  
Caitlin Bunker - 9/24  
Christina Burford - 9/24  
Claudia Glascock - 9/24  
Margaret Njoroge - 9/24  
Tamara Litney - 9/24

Taylor Johnston - 9/24  
Felicia Allen - 9/25  
Lauren Gravesmill - 9/25  
Angela Johnson - 9/26  
Damaris Valdez - 9/26  
Kaylee Mitcham - 9/26  
Laura Cunningham - 9/26  
Deborah Barton - 9/28  
Alexandra Taylor - 9/29  
Cortney Baker - 9/29  
Jennifer Fulton - 9/29  
Sonnika Taku - 9/29  
Daniel Fumo - 9/30  
Jill Alexander - 9/30  
Kristin Chapman - 9/30

Jacqueline Hernandez - 2 Years  
Whitney Aswell - 2 Years  
Jacek Stepczynski - 3 Years  
Bobbie Swierc - 1 Year  
Melissa Chandler - 4 Years  
Lakisha Berry - 1 Year  
Lisa Bell - 7 Years  
Elsie Garcia-Aviles - 1 Year  
Hannah Bate - 1 Year  
Ashley Dickens - 1 Year  
Christina Matt - 7 Years  
Nicollette DeLaine - 1 Year  
Hope McCarroll - 1 Year  
Jessica Ritchie - 1 Year  
Heather Chamness - 1 Year  
Stephanie Hauxwell - 1 Year  
Hannah Persing - 1 Year  
Kelly Kaskavage - 1 Year  
Danielle Gutierrez - 4 Years  
Jason Olson - 9 Years

INSTAGRAM

@kidscarehh

*thanks for tuning in*

NEXT MONTH'S EDITION FEATURES...  
GETTING TO KNOW OUR MOST TENURED EMPLOYEE  
BELINDA SALINAS!

