

# Najee Henderson

## Healthcare Informatics Specialist in Training

770-990-0194 | Najee\_Henderson90@yahoo.com

Marietta, GA

Healthcare professional with over 10 years of experience spanning health information management, clinical data abstraction, chart capture, and medical coding. Skilled in retrieving and analyzing medical records, ensuring data accuracy, and optimizing documentation workflows across multiple EMR systems including Epic, Cerner, NextGen, and OncoEMR. Proven ability to interpret healthcare data to support quality improvement, compliance, and reporting initiatives. Currently pursuing a degree in healthcare informatics to integrate HIM practices with data-driven informatics solutions that improve patient care, health system performance, and information governance.

### AREAS OF EXPERTISE

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EMR Implementation | EMR Integration | Quality Management | Business Process Mapping | The Joint Commission | PACS | Cross-Functional Collaboration | System Implementation | SaaS | Strategic Planning | Organizational Leadership | Presentation Facilitation | Conflict Resolution | Schedule Coordination | Data Management | Project Management | Process Improvement | Data Analysis | Research | SME | Problem Solving | Intermediate in Excel | Interpersonal Skills | Verbal & Written Communication | Cerner | SQL | JIRA | Pivot Tables | Microsoft Office Suite | HEDIS abstraction | EPIC | Insurance Verification | HIM, EMPI | Utilization Management | EPIC EMR Transition | EMPI | EMR Merge

### PROFESSIONAL EXPERIENCE

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#### Per Diem Clinical Quality Analyst (Weekend) | 01/2025-Present

United Health Group | Atlanta, GA | Remote

- Conduct HEDIS abstraction and chart review processes for quality data collection
- Accurately enter abstracted data through multiple EMR systems
- Insights analyzing trends and discrepancies in medical record data for quality measures
- Conducts RCA on data inconsistencies to improve EMR workflows
- Collaborate with Project Managers ensuring successful implementation of abstraction

#### Medical Records Specialist (Temporary) | 04/2025 – Present

Northside Hospital | Atlanta, GA | Onsite

Perform Health Information Management (HIM) functions within oncology, including chart merging and reconciliation in NextGen EMR.

Process, organize, and maintain medical records for oncology and hematology patients, ensuring accuracy and HIPAA compliance.

Support medical transcription by reviewing and updating provider-entered documentation in the EMR for accuracy and completeness.

Update EMR provider information and ensure correct linking of patient charts for continuity of care.

Verify accuracy of patient medical records, resolving discrepancies prior to chart finalization.

Apply independent judgment in problem-solving while organizing multiple tasks and setting priorities to meet tight deadlines.

Leverage exceptional PC, software, and analytical skills to work efficiently with minimal supervision.

Collaborate with providers, transcriptionists, and administrative staff to maintain timely and complete medical documentation.

Familiar with hospital registration and billing systems, EMRs, and insurance/provider databases to support cross-functional workflows.

#### Quality Peer Review Administrative Assistant | 08/2021 – 04/2025

Northside Hospital | Atlanta, GA | Hybrid-Remote

- Reduced report turnaround time, from weeks to hours
- Converted, cleaned, analyzed, organized, and documented large data files
- Extracted, transformed, and loaded data utilizing Base SAS, and SAS ETL Studio. Responsible for analyzing health data and producing, verifying, and interpreting client reports with very little oversight. Performing the analyses of health care data, including medical and pharmacy claims, membership files and health advisory/coaching interaction, to better understand the quality and level of care delivered and measure the effectiveness of the organization's services as it relates to clinical quality
- Proficient in Microsoft Windows and the Office Suite: PowerPoint, Microsoft Word, Excel Spread sheets, charts, pivot tables, and data processing
- Abstracts data from Cerner EMR, Abstract reports from Midas and STATIT software
- Ability to interact appropriately with stakeholders from various departments
- Conduct live webinars through Zoom, Microsoft Teams, and Skype
- Assisted in the transition from NextGen EMR to OncoEMR, supporting documentation workflows and adapting to new template-

based charting systems within oncology departments

- Assist in learning and development webinars to staff for new systems
- Organizes patient records and identifies data within these files that are pertinent to HEDIS measures

#### **Underwriting Support Specialist Contract(Weekend) | 08/2024 – 11/2024**

United Health Group | Atlanta, GA | Remote

- Perform correct Medical insurance quotes using multiple applications such as Excel, Solaris, Salesforce, Newton, and DocSight.
- Accurately enter data entry
- Verify Excel columns and manipulate data to run through AI Docsight tool
- Verify insurance rates by creating session and report files
- Streamlined data entry and reporting processes, ensuring high accuracy for insurance underwriting.

#### **HEDIS Service Associate II Contingent | 01/2024 – 05/2024, Rehired 01/2025-04/2025**

Elevance Health, BC Forward | Atlanta, GA | Remote

- Perform accurate HEDIS medical record data abstraction for all measure compliance via Datavant, Cotiviti, and Member360
- Maintain HIPAA regulations for consumer privacy and complete tasks in a timely manner, ensure compliance with NCQA, federal, state and other regulatory agency standards
- Identified and educated providers and staff on missing elements in chart documentation. Provided education in regards to the Provider Opportunity Reports and Gaps in Care Lists, contributing feedback on HEDIS scores-to-date and opportunities to improve overall HEDIS rates.
- Conduct reviews of the data/records to ensure abstraction accuracy of clinical data elements for HEDIS reporting.

#### **Clinical Administrative Assistant | 09/2019 – 02/2021**

Wellstar Northwest Georgia Oncology | Austell, GA

- Provides routine administrative and clinical support. Position involves frequent interaction with insurance policy holders.
- Provided superior customer service for incoming and outgoing telephone calls to or from members, providers, employer groups and other persons deemed necessary by management
- Effectively multi-tasked shifting back and forth between two or more activities at a time
- Served as a day to day contact to address client requests, contractual obligations, work procedures, appointment request for MD's, Scheduling, and other elements of supporting assigned clients.
- Measures Reported Using Electronic Clinical Data Systems.
- Supported the merging and reconciliation of clinical data during the EMR transition from Varian to Epic, ensuring data integrity and continuity across oncology records

#### **Patient Care Specialist| 03/2019 – 08/2019**

Pediatric Ear Nose and Throat of Atlanta | Atlanta, GA

- Responsible for in-person and telephone scheduling of patient appointments as well as department to department communication to assist in patient scheduling
- Assigned ICD-9 and CPT codes for surgical and procedure authorizations
- Notified patients, family members, physicians and/or supervisors of network insurance coverage issues that may result in coverage reduction. Notified patients of co-payments, deductibles or deposits needed, when applicable, documenting all information in computer system
- Ensured HIPAA compliance.
- Assisted with check-in and check-out process, in- basket and telephone encounters

#### **Customer Service Representative| 04/2018– 05/2021**

Kaiser Permanente | Duluth, GA | Remote, GA

- Answered, screened and processed over 200 calls daily using a call management system and web-based communications
- Data entry of client contact
- Ran end day credit card batches
- Verified the insurance eligibility and health care coverage of the patients before services are provided
- Entered patient demographics and insurance using EPIC and MAINFRAME
- Reviewed and interpret patients' account to help them understand their liability.
- Provided customer service to existing patients with questions of insurance, referrals, clinic locations, and prescription refills

#### **PRN Call Center Associate| 10/2016 – 04/2017**

Emory University| Atlanta, GA

- Demonstrated basic knowledge of nutrition, dietary needs and food allergies to patients and staff
- Communicated diet orders to patients and offering alternative meal choices to fit diet and allergies
- Explained diet restrictions to patients and nurses as well as food recommendations for therapeutic diets, food allergies/intolerances, and culturally specific diets
- Data entry of food orders to correct patient
- Communicate effectively with meeting patient needs

#### **Unite Secretary-Pediatric Intensive Care Unit | 11/2016 – 04/2018**

Children's Healthcare of Atlanta| Atlanta, GA

- Prepared charts for new patients, took off orders, scheduled consults, procedures labs and post-discharge follow-up instructions
- Managed communication flow at nurse's station including screening of non-published patients, physician calls, departmental calls
- Performed clerical duties including maintenance and organization of patient records, breakdown of medical charts
- Handled patient's requests by operating intercom room service system, delivering those requests to assigned nurses/techs
- Compiled, sorted and verified the accuracy of data before it entered
- Demonstrated team work by communicating with coworkers through MS Outlook, EPIC, and askcom telephone system

**PRN Float Front Office Specialist| 04/2017 – 08/2017**

Wellstar Hospital | Marietta, GA

- Maintained excellent relationship with employers and patients
- Answered phones and performed multiple clerical duties as assigned
- Processed insurance verifications, benefits and claims, and patient notifications
- Gave registration forms to the patients and entered all the necessary information filled from them into EPIC Cadence EMR
- Handle data and completed entry tasks
- Computerized medical records management using EPIC EMR

**EDUCATION**

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Bachelor of Science, Healthcare Informatics | 2024-2026

Georgia State University- Atlanta, GA

CPC-AHIMA- In progress

CPQH-NAHQ-In progress