

RESUME

Phyllis Sharon Zolotorow

1/2019- **Present- Assoc. of Community Services (ACS)** Member- Public Policy Committee & Howard County Housing Affordability Coalition- Community Advocate

2/2018-**Present- Concierge** - Morningside House of Ellicott City, Assisted Living, Ellicott City, Maryland, Concierge, Front Office, Manage residents' and family's concerns.

2017-**Present- Activist** for Low-Income Senior Citizens

12/2018 –**Testified before County Executive Ball's Budget Committee FY2019**
requesting a Low-Income Senior Citizen Renters' Rental Assistance Fund

8/2018- **Testified** before Howard Co. Housing Commission Public Meeting re: **PUBLIC HOUSING AUTHORITY PLAN (PHA)** FY 2018 & 2019

4/2018- **Testified** before Howard County Council re: Resolution 47-2018. Resolution Adopting Howard County's Annual Action Plan for housing.

8/2017- **Lobbying** members of Congress re: Insufficient Low-Income Housing for Senior Renters and Affordable Healthcare issues

4/20/2017- **Interviewed** on Fox 45 News, Baltimore and WUSA Channel 9, CBS Affiliate in Washington, D.C. re: Healthcare issues and experiences

3/2017-present **Indivisible Howard County**, MD, Member and Team Leader of *Aging and Disabilities; Advocating* for Low Income Seniors, Disabled and Homeless; Indivisible *Health Team* Member
Interviewed on Fox 45 News, Baltimore and WUSA Channel 9, CBS Affiliate in Washington, D.C. re: Healthcare experiences 4/20/17
Presented at ACA Rally/Town Hall meeting with Reps. Cummings, Sarbanes and Rupersberger re: my experiences with healthcare system failure and the future of Medicare/Medicaid 3/15/17
Lobbying members of Congress re: Affordable Healthcare and insufficient Low Income Housing issues

2011-2015 **Maryland Centers for Psychiatry**
Ellicott City, Maryland
410-461-3760 Office Manager: Robin McHugh
Front Office Receptionist, Patient Chart Preparation, Pre-Authorized Insurance coverage, Successful in overturning pre-authorization denials for treatment

2009 -2011 **Patient Advocate & Medical Claim Review Consultant** – *Reviewed and refiled denied claims* for improper diagnosis and procedure coding for referred clients. Successful in *overturning pre-authorization denials and claims denials. Advocated* for patient access to care. *Registration of patients* for Medicaid, Medicare, QMB, SSI & SSDI.
Medical Biller and AAPC Certified Medical Coder
(AAPC certification Sept 2010)

1987-2015 **Managed** three family members' difficult medical cases coordinating care with numerous specialists, *Contacting and negotiating with insurance companies to verify and insure coverage, Overturn denied claims*

- 2005-2013 **Advocate and Activist for Affordable Care Act**
Testified before the Senate H.E.L.P. Sub-Committee hearing on "Is Poverty a Death Sentence", Sept 2011 before Sen. Bernie Sanders, Chairman and Sen. Rand Paul, Ranking Member
Assisted in organizing and *presented* at numerous Congressional briefings and gave testimony in Congressional briefings sponsored by Representative John Conyers, Jr.
Participated in strategy meetings concerning healthcare reform and saving cuts to Social Security, Medicare and Medicaid; *Collaborated with other organizations*, including the National Medical Association and Patch Adams, M.D. and National Nurses Assoc. in Congressional Health Care Reform Briefings
Partnered with the Grey Panthers, *constructed two American Health Care "Quilts of Shame"* with pictures and stories of patients who had been abused by the health care system. Displayed quilts in Congressional briefings, at the Congressional Black Caucus Health Braintrust 2010 and at rallies in Washington, D.C.
- 2005 - 2011 **Presented on health care reform** at the University of Maryland, College Park and at Physicians for a National Health Plan (PNHP) teaching sessions
Interviewed by foreign TV and radio news agencies, American media: Sinclair Broadcasting TV, NPR and was featured in an article in a March 2007, issue of USA Today
- 2005 – 2011 **State of Maryland Mortality & Quality Review Committee** – Maryland State Appointment - Subcommittee - Choking Deaths (2005)
Reviewed medical records and autopsies of deceased consumers that had Received services from the Developmental Disabilities Administration and/or the Dept. of Health and Mental Hygiene. *Made recommendations for improvement in the way services are delivered and administered in hospitals, homes and institutions where they lived. Assisted in developing teaching program* and new food consistencies charts for in-house staff to avoid choking deaths in assisted living facilities and group homes.
- 2005 **NAMI** (National Association for Mental Illness) (volunteer)
 Public Policy Bill Review Committee (Child and Adolescent – Subcommittee) *Reviewed new bills* regarding Mental Health issues affecting children and adolescents proposed in Maryland General Assembly, *Made recommendations, gave testimony and contributed to position papers.*
- 2005 – 2008 **Cruisers I & II** –
Co-founded two Social Groups for Young Adults with Social Skills Disabilities for college age + young adults, (the oldest groups to be diagnosed with Asperger's Syndrome) *Arranged funding, Developed program activities, Recruited members.*
- 2003 – 2008 **Community Coalition for Education Options (CCEO)**
Co-founded grassroots organization formed to support alternative education placements for special needs students. *Recruited new members. Made presentations to county Boards of Education and PTA's. Presented to Legislators in Md General Assembly, Instrumental in modifying the Governor's 2005 – 2008 budget for Nonpublic Special Education School funding in Maryland.*

EDUCATION

Howard Community College – Columbia, Maryland 2009-2010
Medical Billing & Coding – (HIPAA certified, Medical Insurance Billing parts 1 & 2;
Intro to ICD-9-CM, CPT & HCPCS, Adv. Coding I, Adv. Coding II, Adv Coding III)
Medical Billing and Coding - Proficiency in: Applying correct ICD-9-CM, CPT, HCPCS
Medisoft Computerized billing, Generate electronic claims

Baltimore City Community College - Baltimore, Maryland 2008-2009
Anatomy & Physiology, Medical Terminology

Manhattan Medical Assistants School - NYC, New York
Medical assisting, terminology, billing, transcription

Fairleigh Dickinson University – Teaneck, New Jersey
Fine Arts Major

References

Joel Segal
Executive Director
North Carolina Climate Solutions Coalition
(Ret.) Senior Legislative Assistant to
U.S. Representative John Conyers, Jr (D-MI)

Judith Mahaffy
Administrator
Department of Chemistry and Biochemistry
University of Maryland, College Park

Louis (Rusty) Toler
Senior Fellow
Women's Institute for a Secure Retirement (WISER)
Washington, D.C.

Colleen Blough, RN, MSN
Pediatric Nurse Educator for Delaware Hospice
Certified- Pediatric Hospice and Palliative Care
(Ret) NCIII for Outpatient Pediatric Oncology and Bone Marrow Transplant
Johns Hopkins Pediatric Oncology