About Us

The UCSF Clinical Enterprise Compliance Program (CECP) is a unit of the Office of Ethics and Compliance [1], which is part of the Office of the Executive Vice Chancellor and Provost [2] (EVCP), and has reporting relationships to the Chancellor and the UC Office of the President's Office of Ethics, Compliance & Audit. [3] The goal of the program is to ensure UCSF's clinical enterprise operates in an ethics-based environment that is compliant with applicable laws, rules and regulations. The CECP's oversight covers: faculty, staff, house staff, students, volunteers, contractors, and agents participating in the delivery of health care on behalf of UCSF. Our Program Description [4] provides further detail about our Mission and Scope.

Please contact us should you have any questions. We are here to assist the UCSF community stay in compliance with current rules, regulations and related University policies.

*Names listed below are in alphabetical order*

**Jacquie Eichhorn**  
Clinical Research Billing Compliance Manager

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Jacquie joined the Compliance office in January 2013. She has over 20 years experience in healthcare, most recently at Lucille Packard Children’s Hospital at Stanford, where she was responsible for management of clinical trial and study related services to ensure compliant billing and charge capture. Prior to that, she worked as the Compliance Coordinator/HIPAA Privacy Officer at Daughters of Charity Health System, a multi-hospital system. She developed a clinical trial management program to manage all aspects of clinical trials/studies. She was responsible for audits on trial participant registration, billing, charge capture, and revenue allocation/reconciliation. She has served as an IRB Board Member for two Bay Area hospitals.

**Yelena Kushner**  
Clinical Research Billing Compliance Coordinator

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Yelena joined the Clinical Enterprise Compliance Program in March 2014. Prior to UCSF she was employed at Caritas Business Services, Daughters of Charity Health System (DOCHS) where she excelled in the Charge Master Analyst position. She was responsible for maintaining the integrity of the Charge Description Master (CDM) through effective management of the facility and professional charge-related master files within multiple systems supporting six hospitals in Northern and Southern California. Yelena provided decision-making support to all levels of the organization as it related to billing and defensible pricing practices. She also provided education to departments related to charge processes, compliance, changes to CDM; supported internal and external charge audit functions. She holds a B.A. in Business Administration from the University of Latvia. Yelena is a HCPCS/CPT Coding I specialist.

**Wandralee Lindtzie**  
Compliance Office Coordinator

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**John Naranjo, RHIA, RT(R), CCS, CHC**  
AHIMA Approved ICD-10-CM/PCS Trainer  
Billing Compliance Manager

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John?s experience includes an extensive background in health care compliance, revenue cycle operations and coding. He previously held the role of Compliance Coordinator within the CECP focusing on hospital billing and operations. Prior to UCSF, John performed various roles within the compliance and revenue cycle departments of large multi-hospital health care systems in Arizona and Texas. John holds a Bachelor of Science in Health Information Management and an Associates of Applied Science in Radiologic Technology. He is a Registered Radiologic Technologist, Certified Coding Specialist (CCS) and holds certification in health care compliance with HCCA.

**JulieRose P. Pangelinan, BIS, CCS, CPC, CRCR**  
Sr. Compliance Program Consultant
Julie Rose joined the UCSF CECP in December, 2015 from Sutter Health where she led the Optum Computerized Assisted Coding (CAC) business engagement. She previously worked at Stanford Healthcare as a Revenue Integrity Program Manager in 2014. Prior to that, she worked at Kaiser Permanente Northern California for 16 years. Her roles at Kaiser included working as a Regulatory Auditor for National Compliance and as a Hospital Charge Capture Consultant in Revenue Cycle where she supported 21 hospitals. She earned a Bachelor of Integrated Studies in Health Administrative Services, Health Information Management & Health Science from Weber State University. She is a Certified Coding Specialist, Certified Professional Coder and Certified Revenue Cycle Representative.

Thaddeus San Pascual, CPC
Compliance Coordinator ? Professional Services

Thad joined the Compliance office in February 2014, transferring from his position as a Compliance Quality Analyst for the UCSF Office of Revenue Management. He came to UCSF in 2010 from UC Los Angeles where he started as a coder for UCLA Neurosurgery and then later as a compliance auditor and trainer for the UCLA Office of Compliance Services. Thad’s background includes Evaluation and Management physician training, development & implementation of operational work flows, and medical documentation audit reviews. He holds a Master of Science degree in Communication from Clarion University of Pennsylvania. Thad is a Certified Professional Coder and holds professional affiliation with the American Academy of Professional Coders (AAPC).

Peggy Scherrer, RN, BSN, MBA, CHC, CHPC
Assistant Director Compliance Operations

Peggy started in Compliance in March 2013. She is an RN with over 30 years of experience. Prior to coming to UCSF, Peggy worked as a Program Manager for the Northern California Regional Compliance Department at Kaiser Permanente and as a Regional Durable Medical Equipment (DME) Compliance Officer. Her compliance oversight experience includes Revenue Cycle, UM, DME, Graduate Medical Education, auditing, and corrective action plan
development, and she has worked as a hospital Interim Compliance Officer. Peggy also has a strong background in managed care organizations which include Hill Physicians Medical Group, Prudential HealthCare, and North American Medical Management. Her range of experience includes pre-authorization and referrals, network management, bill auditing, and Utilization Management (UM). Peggy has an extensive clinical background, primarily in Emergency, Trauma, and ICU. She received a Bachelor’s of Science in Nursing from the University of Phoenix, and a Masters in Business Administration from Benedictine University. Peggy holds a certification in Health Care Compliance (CHC), and a certification in Health Care Privacy (CHCP), and is a member of the Health Care Compliance Association (HCCA).

Vanessa Ridley, JD, MPH
Chief UCSF Health Compliance Officer

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Vanessa Ridley has served as Chief UCSF Health Compliance Officer since October 2017. In this role. Ms. Ridley directs UCSF’s Clinical Enterprise Compliance Program, which is responsible for assisting the University and its employees in complying with all applicable laws and regulations relating to the documentation and reimbursement of clinical services. Ms. Ridley initially joined the University of California in early 2017 as the Director of Healthcare Compliance & Privacy at the UC Office of the President. In that role she was responsible for system-wide coordination of compliance activities among UC’s five academic medical centers and 18 health professional schools. Previously, Ms. Ridley served as the Chief Ethics & Compliance Officer for the County of Santa Clara Health System, leading initiatives to promote compliance with various federal and state laws and regulations, including those related to fraud and abuse, reimbursement and HIPPA. Ms. Ridley’s other experience includes a Presidential Management Fellowship with the U.S. Department of Veterans Affairs, and serving as the Director of Research Operations & Compliance for the VA Palo Alto Health Care System. Ms. Ridley earned a J.D. from Harvard Law School, Master of Public Health from the Harvard School of Public Health, and a Bachelor’s Degree in Sociology from the University of California, San Diego.

Manfred Zorn, PhD, MSc
Compliance Data Analytics

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Manfred Zorn joined UCSF’s Clinical Enterprise Compliance Program in March 2018. Although his academic education is molecular biology and chemistry, he brings more than 30
years of experience working with data. The switch from bench science to computational biology happened when he joined the Human Genome Center at Lawrence Berkeley National Laboratory developing software and databases for the mapping and sequencing efforts. He eventually formed his own research group focusing on presenting data to users, and became Co-Director of a Center for Bioinformatics and Computational Genomics. A 4-year stint at the National Science Foundation as Program Director for the Biological Database and Informatics Program introduced him to the administrative side of research. After a brief stop at UC Davis, he joined the UC Office of the President's Ethics, Compliance and Audit Services Department to manage several software systems, including a system-wide tool for auditing medical billing and coding records, and explore data analytics to support audits and identify compliance issues. Mr. Zorn earned a M.Sc. in Biochemistry and a Ph.D. in Molecular Biology from the University of Vienna, Austria. He is a Certified Compliance and Ethics Professional (CCEP) and member of the Society for Corporate Compliance and Ethics (SCCE).