

Deborah D. Hazzard-Robinson, MBA, serves as President and Chief Executive Officer of 2 Higher Heights, LLC. She has more than 16 years experience in executive management within both the public and private sectors. She earned a Commercial Lending certification in 1993, and has since earned a Certificate in Employment Law and an Advanced Certificate in Human Resource Management. Her areas of expertise are numerous and include, but are not limited to: human resources, finance, administration, logistics, compliance, organizational development and assessment, as well as policy & program development.

After very successful careers within both the public and private sectors, Ms. Hazzard returned to Management consulting because it is her passion and what she believes as “her calling”. She seizes the opportunity to share her knowledge and expertise with others in an effort to help them reach their business and financial goals while meeting their established objectives.

Antoinette “Toni” Tuppence is dedicated to helping neighborhood and community organizations, small groups, non-profit organizations and faith-based initiatives problem solve and reach their objectives through vision development and leadership training. Her Strengths include: Small group facilitation, team or organizational development, leadership training, planning group participation, and communication.

She also has knowledge and expertise in the following areas: Neighborhood Development and Capacity Building; Neighborhood Planning & Implementation (Long Range & Comprehensive Planning); Contract Negotiations (Public Sector and Non-Profit Organizations); Transportation Planning & Administration; Curriculum Development; and Course Instruction.

Barbara Brown Hazzard, RN, BSN has a diverse background in the health care field including experience in Infection Control, Employee Health, Resource Management, Quality Improvement, and Risk Management. In addition, she has knowledge and expertise in geriatric nursing, care of the mentally retarded and psychiatric nursing. Moreover, she is skilled and proficient in acute care settings as well as long term care settings. She is a valued expert on treatment teams, medication administration, assessment for admissions and discharge planning. In addition, she is proficient in personnel planning and management.

Barbara is quite knowledgeable of accrediting body standards and professional standards. She is effective in comparing medical policies and procedures to ensure compliance with regulatory accreditation and professional standards. She has demonstrated expertise in standards of practice and monitoring for compliance. In addition, she is able to effectively monitor quality assurance processes and medical audit processes. Barbara is capable of auditing medical processes and initiating plans for correction of noted deficiencies. Quite simply, she is an expert in standards of practice and monitoring for compliance.

Michelle Manuel, is a highly qualified professional offering over 14 1/2 years experience in training, program development, retail store and field management support. She is also skilled in testing and supporting system applications. Ms. Manuel has worked closely with IT programmers, business analysts, senior management, field management and store management in developing new and existing system applications. These systems included POS (Point of Sale), Customer Event Management, AS400 (Order Entry System) and Web Credit (credit card system).

Veronica A. Hall has nearly fifteen years of operational and administrative experience within the financial services industry. Her experiences range from branch operations to customer service to corporate administration. As such, she has a wide range of knowledge in the forefront and behind the scenes of branch banking administration.

In addition, she has nearly five years experience in government benefits administration, where her experiences range from claims adjudication to advising healthcare providers on current Medicare regulations upon analysis of improperly submitted Medicare claims. She has extensive knowledge of the claims entry process and the importance of efficiency and accuracy in that vein. She also has extensive knowledge of the rules and regulations pertaining to the approval or denial of claims.

She is proficient in knowledge related to handling duplicate claims, determining if multiple office visits are payable etc. Ms. Hall also has experience in reviewing appeals that have been submitted by providers as well as beneficiaries. Her knowledge of ICD-9 codes, CPT codes, and medical terminology affords her the ability to review operative reports and physicians notes to determine medical necessity of services.

Contact Us to Schedule an Initial Consultation!