

Compliance Today – June 2021 Meet LeToia Jenkins-Crozier: Adding value by being an active participant

LeToia Jenkins-Crozier, Esq., CHC, Chief Compliance and Privacy Officer, naviHealth, Brentwood, TN

This interview with LeToia Jenkins-Crozier (letoia.crozier@navihealth.com) was conducted in March 2021 by Adam Turteltaub (adam.turteltaub@corporatecompliance.org), Chief Engagement & Strategy Officer, SCCE & HCCA.

AT: You have spent your entire career in healthcare. What led you to the industry?

LJC: Well, growing up I always wanted to be a pediatrician. However, I realized in the beginning of my college career that I was not a big fan of blood, or organic chemistry. I figured I could still find a way to make a positive impact in the healthcare industry and have been fortunate to experience a wonderful and diverse career over the last 23 years.

AT: You began your legal career with the Office of General Counsel for the Tennessee Department of Health. Can you tell us about your experience there?

LJC: My time at the Office of General Counsel for the Tennessee Department of Health provided me with a solid understanding and appreciation for the framework of healthcare policy development, evaluation, and implementation processes. Additionally, this experience afforded me insight into the relationship of government to the private sector in healthcare policy, and state responsibilities in healthcare. Having the opportunities to analyze proposed legislation affecting public health, provide advice, draft services to healthcare licensure boards, and prepare administrative law cases before various prescribing boards were invaluable experiences. These competencies also prepared me for the Health Law, Policy, and Ethics course that I would ultimately teach to medical and graduate students in Nashville for nearly a decade.

AT: You left to work as a monitor for HCA Healthcare. What was that experience like?

LJC: My experience at HCA as a corporate monitor within the Government Operations Support department was incredible and inspired what would eventually result in a rewarding career in compliance. This experience allowed me to participate in the development of the corporate integrity agreement, focusing on the lab and hospital Outpatient Prospective Payment System sections. Additionally, I monitored overpayments detected by hospitals and Internal Audit through the overpayment tracking system database. I provided weekly regulatory updates for corporate and all hospital facilities and created formal reports and memoranda for the Centers for Medicare & Medicaid Services fiscal intermediaries (now Medicare administrative contractors).

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