



**Ellen Berra, CPC**, has over 35 wonderful years working in the Medicare Program. Ellen has been in most of the Medicare departments over the years. Customer Service and Education have been her focus. She co-chairs two Provider Outreach & Education Advisory Groups (POE AG) who provide suggestions, feedback, support, and dissemination for our educational activities. Ellen is part of several MAC collaboration groups. Ellen passed her Certified Professional Coder (CPC) exam. Looking at things from a different perspective was eye opening.