

## City Council Application

First Name	Zenobia
Last Name	Sheets
Phone Number	
Cell Phone Number	
Email Address	
Street Address	
Place of Employment	US DOL
Position	Medical Benefits Claims Examiner
Length of residence in Cleveland Heights	3
Are you a registered Cleveland Heights voter?	Yes
<b>What do you think would be your role as a member of City Council? What are your priorities for our community and are there areas in which you believe the City needs improvement? How would your service on City Council help achieve those goals and improve the City?</b>	I am committed to prioritizing initiatives that foster youth development, business redevelopment and community engagement. My focus is on creating meaningful opportunities that empower our youth, support local entrepreneurs, and strengthen neighborhood connections.
	By building strong business relationships and encouraging local investments, I aim to assist in revitalizing Cleveland Heights by keeping taxable revenue within our community.
<b>What special qualities, abilities, skills, insights or perspectives do you possess which would be of value in serving on Cleveland Heights City Council? What working knowledge of City Council meetings do you currently have?</b>	I bring a combination of leadership, empathy, and practical experience that aligns with the needs of Cleveland Heights. My background in community advocacy, business development, and youth engagement has equipped me with a well-rounded understanding of how to connect resources with people and ideas

into actions.

I have working knowledge of local and federal government processes, community outreach and small business operations. My ability to listen, analyze, implement and build trust enables me to approach challenges with fairness and creativity.

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**What educational training (formal or informal), employment and other life experiences have helped you develop the qualities, abilities, etc., described above?**

My educational, professional, and life experiences have uniquely prepared me to serve on the Cleveland Heights City Council. I have independently identified areas in need of a policy improvement, drafted the proposed bill, and personally lobbied for a cosmetology legislative reform – advancing it from State Representative Juanita Brent to Congresswoman Shontel Brown, Congresswoman Joyce Beatty, and ultimately Senator Sherrod Brown's legal advisor in Washington, DC. This experience strengthened my understanding of the legislative process and the importance of persistence and collaboration in achieving community-focused reform.

Whilst, in my federal position, I review medical records and engage directly with physicians, attorneys, and authorized representatives, developing strong analytical, negotiation, and compliance skills.

Additionally, my work with youth and families across the state verifying identities, managing budgets, fundraising, and coordinating league events has deepened my commitment to transparency, mentorship, and community connection.

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**Please list your recent community, professional or charitable involvements. List the most recent first.**

01/2022 to Present - President – National Accreditation Association for Cosmetic Therapists (NAACT)  
05/2025 to Present – Team Mom/Coordinator – NEO Wolfpack Youth Football and Cheer  
05/2023 to Present – Secretary - Northcoast/AYF Youth Football and Cheer League  
05/2025 to Present – Member - Ohio Pop Warner Youth Football and Cheer  
05/2023 to 05/2025 – Team Mom/Coordinator – S. Euclid Arcs Youth Football and Cheer  
12/2016 to 03/2020 – Founder – Cleveland Eid Unity Festival

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**Do you have other responsibilities which would prevent you from participating in City Council and Council Committee work during certain hours or on certain days? Please note, having a full time job will not disqualify any applicant, and Council works hard to accommodate all members schedules when scheduling meetings.**

It is with my understanding that City Council meetings are primarily in the evenings. Therefore, I will not have any scheduling discrepancies as long as the meetings are primarily in the evenings.

**State any additional information you would like to have considered.**

I am a dedicated advocate for progress and fairness, deeply rooted in the belief that strong communities begin with opportunity and accountability. My passion for service has guided me in connecting with youth (our future), families, and local businesses across Cleveland Heights, helping to strengthen the bonds that made our city unique for years. I approach every challenge with empathy, integrity, and determination...which are qualities shaped by both professional experience and real-life perspectives.

Whether, I am collaborating with lawmakers, organizing community events or mentoring young people, I strive to bring people together

around practical solutions that create a lasting positive impact. Again, I am committed to ensuring that every resident feels seen, supported, and proud to call Cleveland Heights home.

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**Please upload your CV or Resume (5 MB Limit)**

[Zenobia\\_K\\_Sheets\\_CH\\_City\\_Council\\_Resume.docx \(41 KB\)](#)

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**Do you agree to electronically sign this form?**

Yes

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**Signature**

Zenobia Sheets

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# Zenobia Sheets, CCA

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Dear Selecting Official(s),



I am writing to express my interest in the Cleveland Heights City Council vacancy. With a robust background in public health policy, legislative advocacy, and government relations, I am excited about the opportunity to contribute to your mission of advancing the economy, higher education, and public health through impactful legislative efforts.

In my current advocacy work, I have had the privilege of working directly with key policymakers, including Ohio State Representatives and members of Congress, to advocate for public health initiatives. Most notably, I independently drafted a legislative reform bill that is currently under review by an Ohio State Representative Juanita Brent and two U.S. Congresswomen, Shontel Brown and Joyce Beatty. This experience allowed me to hone my skills in policy analysis, stakeholder engagement, and navigating the legislative process, all while advocating for meaningful changes to improve public interest outcomes.

My strong understanding of public health issues, paired with my proven ability to draft policy recommendations and communicate effectively with lawmakers, has enabled me to develop a keen understanding of the intersection between policy and public health. I am adept at preparing policy briefs, conducting research on pressing health issues and developing strategies to advance legislation at both the state and federal levels.

I am particularly drawn to this position with Cleveland Heights City Council because of your reputable commitment to shaping public policies that positively impact our community. I am confident that my experience in government relations, legislative drafting, and advocacy, along with my passion for improving public health, will enable me to make meaningful contributions to your board.

Thank you for considering my application. I would welcome the opportunity to discuss how my background, skills, and experience align with the needs of your mission. I look forward to the possibility of contributing to your impactful work.

Kind Regards,

Zenobia Sheets

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## Education

- Lakeland Community College, A.A.S., Registered Nursing (Aug 2007–Dec 2010)
- Lakeland Community College, Associates of Applied Arts (Aug 2012 –May 2014)
- AHIMA Certified Coding Associate (CCA) (Aug 2018)
- AHIMA Certified Coding Specialist (CCS) (Nov 2019)

## Certification

- AHIMA, Certified Coding Associate (CCA)      Cert. No. 224718      Valid: Dec 2021-Mar 2024

## Software Knowledge

- CNSI, Soarian, Conduent, EPIC, VistA, CPRS, EDS, Interaction Desktop, CAC, ECS, OIS, IDXRAD, EDI, EMR, FBCS, PAS, Intuit QuickBooks, 3M Encoder, QTC, Microsoft Office Suite (Outlook, Word, Excel, Access, Publisher, PowerPoint), eCAMS

## Experience

January 2016 – Present      **Department of Labor – Office of Workers Compensation**      Cleveland, OH  
**Workers Compensation Medical Benefits Claims Examiner**  
**GS 12/02      Series - 0991      Career Employee**

- Disseminates information and advises interested parties on applicable provisions, benefits, and requirements of the EEOICPA in person, via telephone, or through written correspondence to claimants, attorneys/authorized representatives, stakeholders, survivors, medical providers, other federal agencies, etc.
- Assists in the operations of the office by providing technical and fiscal support in processing compensation benefits, assisting with medical billing, updating automated systems, and coordinating with other federal agencies to obtain or share information to adjudicate claims.
- Assists in developing and soliciting claims under the EEOICPA through oral or written communications.
- Examines claims documents and forms for completeness and factual and medical sufficiency. Conducts appropriate research to ensure actions are consistent with policies and procedures. Refers complex, controversial, or contested issues to a more senior employee or supervisor.
- Assists with Contract Medical Consultants (CMC) referral packages based upon complexity, priority, or other factors involving the case file on an individual basis. Assists in transmitting the referral packages through designated electronic methods, including billing instructions, case file materials, etc.
- Assists in scheduling CMC second opinion or referee opinion appointments with claimants.
- Reviews CMC invoices for accuracy and works with CMC Contracting Officer Representative(s) to assure payment is made timely and if invoices need correction, provides advice as to what errors are identified in the invoices.
- Uses various software programs to produce a variety of documents, including database or spreadsheet software to enter, revise, sort, calculate and retrieve data for standard reports, and uses graphic software to provide charts, reports, etc.

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## Professional E-Mail: [REDACTED]

- Accesses, updates and documents electronic case files and systems in accordance with policies, procedures and under the direction of claims staff and/or the Operations Chief, including scanning of documents into the case file system.
- Serves as the primary contact or back-up for medical referrals, scheduling of medical examinations, and ensuring proper payment of bills. Coordinates and reviews the workflow of medical referrals and ensures referrals are submitted in accordance with policies and procedures.
- Reviews correspondence for proper format, maintenance of medical ethics and professional standards and content relative to the information contained in a case file. This may involve suggesting changes to referrals prepared by claims staff.
- Review, analyze, and resolve complex and controversial issues which arise out of the processing of medical benefits for covered Department of Energy Employees nationally.
- Draft reports, issue interim and final written medical benefits decisions, and provide input for the preparation of recommended decisions.
- Review appeal responses, issue proposed final determinations and prepare applications for administrative and judicial review.
- Performs other duties as assigned.

May 2014 – January 2016

**Department of Veterans Affairs – Louis Stokes VAMC Cleveland, OH**  
**Lead Claims Adjudicator GS-06/03 – Non-VA Care Fee Services (PCAS)**  
**GS 0998-06/03      Career Conditional Employee**

- Supported Non-VA Care staff and Management with meeting national standards according to Chief Business Office (CBO) of having 80% of claims processed within 90 days of receipt.
- Monitored the Fee Basis operations and analyzed daily reports to identify situations requiring further action.
- Used available computer-based information and tracking systems to identify and resolve problems and operational situations.
- Analyzed and completed a variety of statistical information to support internal (VAMC Fee Basis) and external (OIG) audits in accordance with The Joint Commission (TJC), Freedom of Information Act (FOIA), and Health Insurance Portability and Accountability Act (HIPAA).
- Prepared written and oral presentation material for departmental and meetings with a union presence.
- Assisted with the following: employee selection and hiring process, development or updating position descriptions, new hire and on-going staff training, performance evaluations, and expectations and assigned work schedules.
- Maintained timekeeping for 80+ employees weekly and handling corrected timecards.
- Responded to numerous inquiries from Veterans, vendors and remote station employees concerning the status of an authorization, payment, or appeals (inclusive of Congressional).
- Primary contact for overturned Congressional appeals and provided a written letter of explanation to Congressman, Veteran, and provider of results.
- Identifies potential instances of fraud and/or abuse in billing practices by review of medical claims submitted.
- Completed IPERIA, PIT (Program Integrity), FOIA (Freedom of Information Act), Timekeeping and Budget reports for Chief of Operations review and approval.
- Plans and directs the activities of a records section, including clinical records coding and completion transcription, and the Newborn Registry

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## Professional E-Mail: [REDACTED]

- Ensured all appropriate medical documentation and clinical records were received with all non-VA claims were appropriately scanned within Fee Basis Claims System.
- Posted cash receipts that came into the non-Fee basis via bank lockbox or directly to the non-Fee basis pay clerk.
- Reviewed ICD-9, ICD-10, HCPCS and CPT codes and applied appropriate fee schedule for payment submission.
- Educated service providers, vendors, and others as needed, regarding payment practices, policies and related issues.
- Assisted in the development of training related policies and procedures.
- Administered complex and technical work related to the procurement of authorized medical services and supplies for eligible beneficiaries from non-VA health care providers.
- Served as the point of contact and coordinator for system problems and the implementation of FBCS (Fee Basis Claims System) and VistA Fee software changes.
- Developed and produced intricate studies of a range of Fee basis operational policies regarding the payment of non-Fee basis compensation and external Fee basis bills
- Registered new providers utilizing taxonomy and NPI provider numbers.

October 2012 – May 2014

**Department of Veterans Affairs – Louis Stokes VAMC Cleveland, OH**  
**Claims Adjudicator GS-05/02 – Non VA Care Fee Services (PCAS)**  
**GS 0998-05/02 Career Conditional Employee**  
**Adjudicated 125 cpd = 15 cph**

- Acted as primary contact for VA / non-VA administrative and professional staff regarding adjudication for non-VA hospitalization and related services: inpatient, outpatient, Skilled Nursing Facility, Home Health, Hospice and emergency room, fee for services, Fee ID card program, and prescription reimbursement.
- Reviewed Notice of Election, Notice of Transfer or Notice of Revocation claims to ensure 5-day rule was met per Medicare guidelines.
- Determined non-VA eligibility / entitlement and notifies the private / federal / state hospital administrative personnel, via telephone consultations, whether the hospitalization will be at the expense of the VA, upon receipt of notification of emergency hospitalization.
- Determined coordination of benefits according to VA and Medicare coding guidelines.
- Obtained information on changes in laws, regulations, or directives which change entitlement for healthcare benefits.
- Reviewed ICD-9, ICD-10, HCPCS and CPT codes and applied appropriate fee schedule for payment submission.
- Determined legal eligibility for benefits, authorized, denied non-VA emergency hospitalization, and related services, and processed payments from documentation obtained through a wide variety of sources; (i.e. via proof of medical necessity requests).
- Evaluated benefit periods for SNF, HHC claims using (HIQA within VistA software) Health Insurance Query Access.
- Managed Electronic Data Interchange (EDI) claims as they were submitted through the Health Administration Center (HAC) website and the Fee Basis Claims System (FBCS) software.
- Ensured Veterans were afforded due process by notifying them of their appellate rights when claims were denied.

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## Professional E-Mail: [REDACTED]

- Assisted in investigating problems or situations which require action, such as congressional issues, individual concerns, etc....
- Composed customized correspondence in connection with the processing of unusual and unauthorized medical claims.

## Volunteer Work

June 2016 – Present

**Cleveland Eid Unity Festival**

Cleveland, OH

**Founder of Ohio chapter – 501 (c) (3) Non-Profit Organization**  
**(Commitment: One hour per month)**

- Report to Eid Festival Board of Directors.
- Work directly with external auditors and federal and state regulators to ensure compliance.
- Safeguard bank assets and ensure compliance within federal and state regulations.
- Prepare and examine tax returns, acquire additional information, and submit mandatory or requested reports.
- Maintain and control the general banking ledger accounts and business transactions of the organization.
- Manage the day-to-day, monthly, and year-end operations of the accounting/financial functions including grant management and budget review and analysis.
- Maintain personnel records such as I-9 documentation, payroll records and employee personnel files.
- Oversee volunteer recruitment, training, and separation.
- Seek new funding sources.
- Oversee the processing and recording of accounts payable transactions and ensure that all invoices and staff reimbursements are paid accurately.

May 2023 – Present

**South Euclid Arcs Youth Football and Cheer**

Cleveland, OH

**Assistant Coordinator**

**(Commitment: Eight hours per month)**

SEAYFC is a nonprofit community development corporation whose mission is to facilitate an equitable, prosperous, and vibrant future for student athletes. We work toward this mission through a variety of program areas, including physical education, organized conditioning, team building skills, nutrition, and behavioral health services.

March 2024 – Present

**NAACT**

**President**

Cleveland, OH

National Accreditation Association for Cosmetic Therapists (NAACT) is a nonprofit organization that is committed to modernizing the cosmetic industry. Through the proposed act the legislative bill would foster a vast economic development concern by lowering the unemployment rates, address healthcare concerns by creating more paramedical professionals, revitalize the higher educational system by implementing the newly created degree field and career classification.

## Additional Training

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**Professional E-Mail:** [REDACTED]

- Six Sigma and Organizational Goals 01/2019
- AHIMA (Certified Coding Associate) 06/2018 - 08/2018
- DEEOIC National Office Medical Bill Payment Training 07/2018
- Basic CE Training (DEEOIC LaborNet) 06/07/18
- New Supervisor Orientation 02/2015 – 06/2015
- CleLead 2015 10/2014 – 04/2015
- 4 Imperatives of Great Leaders 02/24/2015
- CBOPC Department Gold Standard Met on National Level 02/05/2015
- 7 Habits Jumpstart (Parts 1-3) 01/31/2015
- Creative and Innovative Problem Solving 08/26/2014
- So You Want To Be A Supervisor 07/08/2013
- Lean Six Sigma (White Belt) 06/27/2013