

Colleen G. Auchenbach, DC, CPCO, CPMA

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Professional Summary

Experienced chiropractic compliance educator with over two decades of clinical and administrative expertise. Proven leader in healthcare documentation, coding, and regulatory compliance. Dynamic speaker and curriculum developer with a passion for empowering chiropractic professionals through education and audit readiness. Recognized for delivering engaging seminars, webinars, and training programs.

Speaking & Presentation Experience

State Association & Private Company Events – Featured speaker on documentation and compliance topics

Continuing Education Seminars and Webinars – Presenter for virtual and in person CE sessions on chiropractic documentation and OIG compliance

Chiropractic College and University Inservice Training - Faculty clinician and staff training, virtual and in person

ChiroTouch & F4CP Series – Delivered webinars for Chiropractic Assistants and documentation best practices

Professional Experience

Director of Education

KMC University – Highlands Ranch, CO | April 2024 – Present

- Subject Matter Expert - Education Department overseeing departmental operations and staff coordination
- Manage a team of certified specialists
- Lead client-facing initiatives including training, discovery consults, and analysis services
- Research and Curriculum Development – implement documentation, coding, and OIG compliance training course material and protocols
- Oversee membership advisor helpdesk and coordinate related duties to ensure high-quality member support and engagement
- Perform Proactive Chart Reviews and Baseline Risk Analysis audits, reports, and live report of findings
- Assist chiropractic clinics with Records Requests and Board Monitoring
- Coach offices one on one regarding documentation, coding, and OIG compliance program implementation
- Collaborate cross-functionally with Business Development and Marketing teams; contribute to SOP development and attend strategic meetings
- Manage creation of educational articles and blogs; monitor product development to align with client needs and compliance standards
- Maintain professional certification (e.g., CPMA, CPCO) and demonstrate expertise in chiropractic insurance practices, billing, compliance, and documentation

Specialist

KMC University – Highlands Ranch, CO | November 2020 to April 2024

- Subject Matter Expert - Education Department – Documentation
- Research and Curriculum Development
- Perform Proactive Chart Reviews and Baseline Risk Analysis
- Assist with Records Requests and Board Monitoring
- Coach offices on documentation, Coding, and OIG compliance program implementation
- Contribute to monthly publication on documentation topics
- Present virtual Continuing Education webinars
- Perform ChiroTouch documentation and Foundation for Chiropractic Progress Chiropractic Assistant series webinars

Associate Doctor of Chiropractic

Advanced Chiropractic Services – Lawrence, KS | Dec 1998 – Aug 2020

- Compliant examination, assessment, diagnosis, and treatment of patient population utilizing Activator technique
- Accurately documented and maintained patient notes and charts
- Managed internal audits and contributed to successfully navigating pre- and post-payment audits
- Assisted in training several associate doctors and office staff members

Education

Doctorate of Chiropractic: Cum Laude | Cleveland Chiropractic College – Overland Park, KS | Dec 1998

Bachelor of Science Degree, Liberal Arts | Excelsior College – Albany, NY | Oct 2020

Certifications

- Certified Professional Compliance Officer, December 2024
- Certified Professional Medical Auditor, December 2022
- Medical Compliance Specialist-Physician, August 2016
- Certified Chiropractic Insurance Consultant/Peer Review, February 2015

Skills & Abilities

Regulatory Compliance | Time Management | Improve Documentation Outputs

Attention to Detail | Excellent Organizational Skills | Design Protocols for Program Implementation

Medical Record Auditing | Client Coaching | Communication Skills