

Coding Clarified®

Employer Partnership Playbook™

Building Tomorrow's Medical Coding Workforce Through Registered Apprenticeship

First Edition | Version 1.0

Publication ID: CC-EPP-2026-001

A Coding Clarified Publishing Division Publication
Nokomis, Florida 34275 • United States

Publication Information

Publication Title: Employer Partnership Playbook™

Publication ID: CC-EPP-2026-001

Edition: First Edition

Version: 1.0

Publisher: Coding Clarified Publishing Division

Publishing Location: Nokomis, Florida 34275, United States

Founder & Publisher: Janine Mothershed, CPC, CPC-I, CADS, CAC

© 2026 Coding Clarified, LLC. All Rights Reserved.

Editorial Mission

The Coding Clarified Publication Series exists to strengthen healthcare workforce development through practical education, employer collaboration, professional mentorship, and continuous learning.

Each publication is thoughtfully developed to equip employers, apprentices, mentors, supervisors, educators, workforce professionals, and healthcare leaders with actionable guidance that supports long-term workforce success.

Rather than simply providing information, our publications are designed to inspire confidence, encourage collaboration, and establish a shared commitment to excellence throughout every stage of the apprenticeship journey.

We believe that investing in people strengthens organizations.

We believe that mentorship shapes careers.

We believe that workforce development builds stronger communities.

We believe that together, we can help develop the next generation of exceptional medical coding professionals.

— *The Coding Clarified Editorial Board*

Editorial Philosophy

Our publications educate before they persuade. We write for busy healthcare leaders, provide practical guidance, maintain professional integrity, and ensure every page helps employers make better workforce decisions.

The Coding Clarified Standard of Excellence™

- Executive-quality writing
- Employer-focused content
- Educational before promotional
- Consistent editorial voice
- Practical, actionable guidance
- Long-term reference value

Letter from the Founder

Dear Employer Partner,

Thank you for considering a partnership with Coding Clarified.

Healthcare continues to evolve, bringing increased expectations for documentation accuracy, compliance, quality reporting, and revenue cycle performance. Behind every successful healthcare organization is a team of professionals whose expertise supports patient care in meaningful ways. Medical coding professionals are an essential part of that team.

At Coding Clarified, we believe workforce development is one of the greatest opportunities facing healthcare today. Our Employer Partnership Program was created to connect healthcare employers with certified medical coding professionals who are ready to continue growing through structured mentorship, employment, and Registered Apprenticeship.

Our role is to simplify the apprenticeship journey by providing related technical instruction, employer support, progress monitoring, and program coordination, while allowing employers to focus on developing outstanding professionals within their organizations.

We believe that strong partnerships create stronger workforces. Thank you for your commitment to developing the next generation of medical coding professionals. We look forward to building that future together.

Warm regards,

Janine Mothershed, CPC, CPC-I, CADS, CAC

Founder & Publisher

Coding Clarified®

Table of Contents

- Employer Playbook 1** – Building the Workforce of Tomorrow
- Employer Playbook 2** – Building Exceptional Employer Partnerships
- Employer Playbook 3** – Building Through Apprenticeship
- Employer Playbook 4** – Building Career-Ready Professionals
- Employer Playbook 5** – Building a Reliable Talent Pipeline
- Employer Playbook 6** – Building Successful Employer Partnerships
- Employer Playbook 7** – Building Long-Term Organizational Value
- Employer Playbook 8** – Building Strong Mentorship
- Employer Playbook 9** – Building Together
- Employer Playbook 10** – Building Performance Excellence
- Employer Playbook 11** – Building Opportunity
- Employer Playbook 12** – Building Confidence
- Employer Playbook 13** – Building Lasting Partnerships
- Employer Playbook 14** – Building the Future of Healthcare

EMPLOYER PLAYBOOK 1

Building the Workforce of Tomorrow

Why Workforce Development Matters

“The future of healthcare depends on the people we prepare today.”

Executive Summary

Healthcare organizations face growing workforce demands while maintaining expectations for quality, compliance, productivity, and patient-centered service. Building a sustainable workforce requires more than filling positions—it requires developing professionals through intentional education, mentorship, and structured career pathways. The Coding Clarified Employer Partnership Program supports employers by connecting certified coding professionals with Registered Apprenticeship opportunities that combine employment, mentorship, and Related Technical Instruction (RTI).

In This Playbook

- Understand today's workforce challenges.
- Explore why workforce development matters.
- Learn the value of Registered Apprenticeship.
- Discover Coding Clarified's workforce philosophy.
- Begin building a long-term workforce strategy.

Why It Matters

Healthcare organizations benefit when they intentionally develop future talent. Apprenticeship creates a structured pathway that supports employee growth while helping employers strengthen organizational stability and succession planning.

The Workforce Challenge

Recruiting experienced medical coders can be difficult. Organizations that invest in education, mentorship, and workforce development are better positioned to build reliable talent pipelines.

Why Apprenticeship Matters

Registered Apprenticeship combines paid employment with structured workplace learning and continuing education. It allows employers to develop professionals while apprentices gain practical experience in a supportive environment.

The Coding Clarified Vision

Coding Clarified believes workforce development succeeds through collaboration. By partnering with employers, mentors, apprentices, and workforce organizations, we help prepare confident, ethical, and highly skilled coding professionals.

Employer Insight

Organizations that invest in people create stronger cultures, improve workforce continuity, and prepare future leaders.

Best Practice

Include apprenticeship in annual workforce planning discussions and identify experienced employees who can serve as mentors.

Key Takeaways

- Workforce development is a strategic investment.
- Apprenticeship supports long-term professional growth.
- Mentorship accelerates learning.
- Employer partnerships strengthen healthcare organizations.

Employer Action Checklist

- ☐ Review future hiring needs.
- ☐ Identify apprenticeship opportunities.
- ☐ Select mentor candidates.
- ☐ Contact Coding Clarified to discuss partnership.
- ☐ Develop a workforce strategy.

Reflection for Leaders

How can your organization intentionally build the workforce of tomorrow? What investments today will strengthen your workforce over the next five years?

Additional Resources

Continue to Employer Playbook 2 – Building Exceptional Employer Partnerships and the Employer Resource Library™ for implementation guidance.

Building Exceptional Employer Partnerships

Why Healthcare Organizations Choose Coding Clarified

“Exceptional partnerships are built on trust, shared purpose, and a commitment to developing people.”

Executive Summary

Healthcare organizations face increasing pressure to recruit and retain qualified medical coding professionals while maintaining productivity, compliance, quality, and financial performance. Coding Clarified was established on the belief that workforce development succeeds when employers and educators work together.

Our Employer Partnership Program complements an employer's hiring and onboarding strategy by preparing certified medical coding professionals, providing Related Technical Instruction (RTI), supporting apprenticeship administration, and remaining engaged throughout the apprentice's development. Employers retain complete hiring authority while Coding Clarified provides the educational framework and ongoing partnership that supports long-term workforce success.

In This Playbook

- Understand the Coding Clarified Employer Partnership philosophy.
- Learn the distinct roles of employers and Coding Clarified.
- Explore collaborative workforce development.
- Understand why long-term partnerships strengthen organizations.

Why It Matters

Every healthcare organization has unique workflows, specialty requirements, productivity expectations, and organizational culture. Education alone cannot replicate every workplace environment, and employers should not have to shoulder workforce development independently. Strong partnerships combine education, employment, mentorship, and continuous learning.

Our Partnership Philosophy

- Shared Purpose
- Employer Leadership
- Continuous Professional Development

- Collaboration
- Long-Term Relationships

These five principles guide every employer partnership.

Why Employers Partner with Coding Clarified

- Certified CPC or CCS candidates
- Professional readiness
- Structured Related Technical Instruction
- Apprenticeship coordination
- Ongoing employer support

The Employer Experience

Discovery Meeting → **Employer Partnership** → **Candidate Matching** → **Interview & Hiring** → **Apprenticeship Registration** → **Professional Development** → **Completion**

Our Employer Promise

We prepare candidates for employment, deliver RTI, assist with apprenticeship administration, encourage communication, promote continuous learning, and support employers throughout the apprenticeship journey.

Employer Insight

Exceptional partnerships are measured not only by successful hiring but by the professional growth that follows.

Best Practice

Establish recurring mentor check-ins during the apprentice's first six months to reinforce expectations and support successful integration.

Key Takeaways

- Workforce development is a shared responsibility.
- Employers retain hiring authority.
- Coding Clarified is a workforce development partner.
- Apprenticeship supports continued growth.
- Collaboration strengthens outcomes.

Employer Action Checklist

- ☐ Review workforce goals.
- ☐ Identify future hiring needs.
- ☐ Select mentors.
- ☐ Evaluate onboarding.
- ☐ Consider apprenticeship as part of your workforce strategy.

Reflection for Leaders

What qualities define an exceptional workforce partner? How does your organization support growth after hiring? How can mentorship strengthen engagement? How could apprenticeship complement your workforce strategy?

Additional Resources

Employer Resource Library™

- Resource 1 – Employer Readiness Assessment
- Resource 2 – Employer Partnership Agreement
- Resource 3 – Employer Onboarding Checklist
- Resource 4 – Mentor Handbook
- Resource 8 – Employer Frequently Asked Questions

EMPLOYER PLAYBOOK 3

Building Through Apprenticeship

Understanding Registered Apprenticeship as a Workforce Development Strategy

“Great organizations don't simply hire talent—they develop it.”

Executive Summary

Healthcare organizations continue to face increasing pressure to recruit skilled professionals while maintaining operational excellence, regulatory compliance, and financial sustainability. Registered Apprenticeship provides a structured workforce development model that combines employment, supervised on-the-job learning, mentorship, and Related Technical Instruction (RTI). Coding Clarified's Employer Partnership Program connects employers with certified medical coding professionals and supports their continued development through apprenticeship.

In This Playbook

- Understand Registered Apprenticeship.
- Learn how apprenticeship differs from traditional onboarding.
- Understand employer, apprentice, and Coding Clarified responsibilities.
- Explore how apprenticeship supports long-term workforce development.

Why It Matters

Certification establishes a professional foundation, but competency continues to grow through practical experience, mentorship, and structured learning. Apprenticeship creates an intentional bridge between education and long-term career success.

What Is Registered Apprenticeship?

Registered Apprenticeship is a workforce development strategy that combines paid employment, meaningful on-the-job learning, mentorship, and structured education. Apprentices contribute to organizational success while continuing to develop professionally.

The Three Components of Apprenticeship

1. Employment – Apprentices are employees with meaningful work responsibilities.
2. On-the-Job Learning – Guided experience under experienced mentors.

3. Related Technical Instruction (RTI) – Coding Clarified delivers structured educational support that complements workplace learning.

Roles and Responsibilities

Employer: Employment, supervision, mentorship, feedback, workplace training.

Apprentice: Professionalism, accountability, communication, continuous learning.

Coding Clarified: RTI, apprenticeship coordination, progress monitoring, educational support, employer communication, documentation.

Benefits of Apprenticeship

- Structured workforce development
- Stronger onboarding
- Knowledge transfer
- Continuous learning
- Professional growth
- Sustainable talent pipeline

Apprenticeship Is a Partnership

Employers provide workplace expertise. Mentors provide guidance. Apprentices commit to learning. Coding Clarified delivers RTI and program coordination. Together these elements support successful workforce development.

Employer Insight

Apprenticeship is most successful when employers intentionally integrate mentorship, education, and meaningful workplace experience.

Best Practice

Introduce apprentices to mentors immediately and establish recurring development meetings during the first 90 days.

Key Takeaways

- Apprenticeship combines employment and education.
- Employers maintain workplace leadership.
- Coding Clarified provides RTI and program support.
- Mentorship strengthens professional growth.

- Workforce development is a long-term investment.

Employer Action Checklist

- ☐ Review onboarding.
- ☐ Identify mentors.
- ☐ Establish communication expectations.
- ☐ Incorporate apprenticeship into workforce planning.

Reflection for Leaders

How does your organization support growth after hiring? What opportunities exist to strengthen mentorship? How can apprenticeship support long-term workforce sustainability?

Additional Resources

Employer Resource Library™

- Resource 3 – Employer Onboarding Checklist
- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 6 – Apprentice Development Timeline
- Resource 8 – Employer Frequently Asked Questions

EMPLOYER PLAYBOOK 4

Building Career-Ready Professionals

Meet Your Future Apprentice

“The strongest professionals never stop learning.”

Executive Summary

Coding Clarified apprentices enter the Employer Partnership Program with foundational education already completed. Candidates have earned a CPC or CCS certification before apprenticeship, demonstrating commitment to the profession. Apprenticeship builds upon that foundation through structured employment, mentorship, and continued education.

In This Playbook

- Understand who Coding Clarified apprentices are.
- Review candidate preparation.
- Understand employer expectations.
- Explore how apprentices transition from certification to career.

Why It Matters

Employers deserve confidence that candidates entering apprenticeship have demonstrated dedication to the profession. Certification validates foundational knowledge, while apprenticeship provides the structured environment needed to continue professional growth.

Meet Your Future Apprentice

Candidates entering the program typically have completed:

- Professional coding education
- CPC or CCS certification
- Resume development
- Interview preparation
- Professional workplace readiness
- Coding Clarified internship activities, where applicable

Each employer retains full authority over interviewing and hiring decisions.

Professional Readiness

Apprentices are expected to demonstrate professionalism, accountability, ethical conduct, effective communication, receptiveness to feedback, and a commitment to continuous learning.

Transitioning From Student to Professional

The apprenticeship bridges the gap between classroom knowledge and workplace application. Mentors and supervisors play a critical role in helping apprentices build confidence, productivity, and sound professional judgment.

Employer Insight

Certification represents readiness to begin a career—not the completion of professional development. Organizations that invest in coaching and mentorship help accelerate confidence and long-term success.

Best Practice

Develop a structured 30-, 60-, and 90-day onboarding plan that includes mentor meetings, performance discussions, and educational milestones.

Key Takeaways

- Apprentices begin with professional credentials.
- Employers choose whom they hire.
- Mentorship accelerates development.
- Continuous learning strengthens long-term success.

Employer Action Checklist

- ☐ Review candidate qualifications.
- ☐ Identify mentor assignments.
- ☐ Establish onboarding milestones.
- ☐ Schedule recurring feedback meetings.

Reflection for Leaders

What characteristics make someone successful within your organization? How can experienced staff intentionally transfer knowledge to the next generation of coding professionals?

Additional Resources

Employer Resource Library™

- Resource 3 – Employer Onboarding Checklist
- Resource 4 – Mentor Handbook
- Resource 6 – Apprentice Development Timeline

Building a Reliable Talent Pipeline

From Enrollment to Employment

“Exceptional organizations build talent pipelines before they need them.”

Executive Summary

Building a sustainable workforce requires more than recruiting when positions become available. The strongest organizations intentionally cultivate talent through education, mentorship, and strategic workforce planning. Coding Clarified's Employer Partnership Program was designed to provide employers with access to a continuous pipeline of certified medical coding professionals prepared to begin their careers through Registered Apprenticeship. This playbook explains how candidates progress from enrollment through employment and how employers can benefit from a structured, repeatable talent pipeline.

In This Playbook

- Understand the Coding Clarified talent pipeline.
- Learn each stage of candidate development.
- Understand when employers become involved.
- Explore strategies for long-term workforce planning.

Why It Matters

Reactive hiring can be costly and disruptive. Organizations that develop a predictable pipeline of future talent are often better positioned to manage growth, reduce vacancies, and support succession planning. A structured workforce pipeline allows employers to engage with qualified candidates earlier in their professional journey.

The Candidate Pipeline

Candidates generally progress through the following pathway:





When Employers Become Involved

Employers participate once qualified candidates are ready for employment consideration. Coding Clarified coordinates candidate readiness and introductions while employers maintain complete authority over interviewing, selection, hiring, compensation, and employment decisions.

Creating a Sustainable Workforce Strategy

A reliable workforce pipeline supports succession planning, organizational growth, and long-term staffing stability. Rather than filling one position at a time, employers can build ongoing relationships with a trusted workforce development partner to meet future hiring needs.

Employer Insight

A workforce pipeline is not simply a recruiting strategy—it is an investment in organizational continuity. Planning ahead allows employers to respond more effectively to workforce changes and future growth.

Best Practice

Review workforce forecasts annually and communicate anticipated hiring needs with your workforce development partners. Early planning increases opportunities to identify qualified candidates before vacancies become critical.

Key Takeaways

- Sustainable hiring begins with intentional workforce planning.
- Coding Clarified prepares candidates before employer matching.
- Employers retain complete hiring authority.
- Workforce pipelines strengthen long-term organizational resilience.
- Apprenticeship supports continued professional development after hire.

Employer Action Checklist

- ☐ Review anticipated staffing needs.
- ☐ Identify positions suitable for apprenticeship.
- ☐ Discuss future hiring projections with Coding Clarified.
- ☐ Develop a long-term workforce development strategy.

Reflection for Leaders

How prepared is your organization for future workforce needs? What would change if qualified candidates were consistently available when positions opened? How can strategic workforce partnerships strengthen your organization's future?

Additional Resources

Employer Resource Library™

- Resource 1 – Employer Readiness Assessment
- Resource 3 – Employer Onboarding Checklist
- Resource 4 – Mentor Handbook
- Resource 6 – Apprentice Development Timeline
- Resource 8 – Employer Frequently Asked Questions

EMPLOYER PLAYBOOK 6

Building Successful Employer Partnerships

Your Journey with Coding Clarified

“The best partnerships are built long before the first day of employment.”

Executive Summary

A successful apprenticeship begins with a strong employer partnership. Coding Clarified works collaboratively with employers from the initial discovery conversation through apprentice completion. This playbook outlines the employer journey, clarifies expectations, and demonstrates how communication, planning, and shared responsibility contribute to long-term success.

In This Playbook

- Understand the employer partnership lifecycle.
- Learn what to expect at each stage.
- Identify key responsibilities.
- Explore best practices for maintaining a successful partnership.

Why It Matters

Successful workforce partnerships do not happen by chance. They are built through intentional communication, clearly defined roles, mutual respect, and a shared commitment to developing future professionals.

The Employer Journey

Discovery Meeting → Workforce Needs Assessment → Employer Partnership → Candidate Matching → Interviews → Hiring Decision → Apprenticeship Registration → Onboarding → Mentorship & RTI → Progress Reviews → Apprenticeship Completion

Each stage is designed to create a consistent and supportive experience for employers and apprentices alike.

Roles Throughout the Partnership

Employers provide meaningful employment, supervision, mentorship, and performance feedback. Coding Clarified prepares candidates, coordinates apprenticeship activities, delivers

Related Technical Instruction, monitors progress, and remains available as an ongoing workforce development partner.

Communication and Collaboration

Open communication is the foundation of every successful partnership. Regular discussions regarding apprentice progress, organizational needs, and workforce planning help maintain alignment and create opportunities for continuous improvement.

Measuring Partnership Success

Successful partnerships are measured through apprentice growth, employer satisfaction, retention, mentor engagement, communication, and continuous workforce improvement rather than hiring alone.

Employer Insight

Partnerships thrive when expectations are established early and communication remains consistent throughout the apprenticeship journey.

Best Practice

Designate a primary organizational contact for Coding Clarified. Having one consistent point of communication helps streamline coordination and supports timely problem solving.

Key Takeaways

- Employer partnerships are collaborative relationships.
- Employers retain operational leadership.
- Coding Clarified provides ongoing apprenticeship support.
- Communication strengthens outcomes.
- Workforce partnerships extend beyond individual hires.

Employer Action Checklist

- ☐ Identify an apprenticeship coordinator.
- ☐ Confirm mentor assignments.
- ☐ Establish communication expectations.
- ☐ Schedule periodic partnership reviews.
- ☐ Share future hiring projections with Coding Clarified.

Reflection for Leaders

How does your organization define a successful workforce partnership? What practices encourage open communication and continuous improvement? How can long-term collaboration strengthen your workforce strategy?

Additional Resources

Employer Resource Library™

- Resource 2 – Employer Partnership Agreement
- Resource 3 – Employer Onboarding Checklist
- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 10 – Employer Contact Directory

EMPLOYER PLAYBOOK 7

Building Long-Term Organizational Value

The Benefits of Employer Partnership

“Organizations that invest in people create value that extends far beyond a single hire.”

Executive Summary

Employer partnerships are designed to create long-term value for healthcare organizations through workforce planning, professional development, mentorship, and structured apprenticeship. Coding Clarified's partnership model supports employers by strengthening onboarding, encouraging continuous learning, and helping organizations develop future-ready coding professionals.

In This Playbook

- Identify the long-term value of employer partnerships.
- Understand operational, workforce, and organizational benefits.
- Learn how apprenticeship contributes to strategic workforce planning.
- Explore methods for measuring partnership success.

Why It Matters

The true value of workforce development is realized over time. Organizations that intentionally invest in structured employee development often strengthen workforce stability, preserve institutional knowledge, and create greater opportunities for professional growth.

Building Organizational Value

Employer partnerships support:

- Workforce continuity
- Leadership development
- Knowledge transfer
- Stronger onboarding
- Improved employee engagement
- Long-term succession planning
- Continuous professional learning
- Organizational resilience

Beyond Filling Positions

The Employer Partnership Program is intended to become part of an employer's workforce strategy rather than a single hiring solution. By maintaining an ongoing relationship with Coding Clarified, organizations can develop a sustainable pipeline of certified coding professionals prepared to continue growing within their teams.

Measuring Return on Partnership

Potential indicators include:

- Apprentice retention
- Employee engagement
- Mentor participation
- Workforce stability
- Internal promotions
- Continuous learning participation
- Employer satisfaction

Each organization should establish measures that align with its operational goals.

Leadership and Mentorship

Experienced coding professionals contribute significantly to organizational success by sharing knowledge, modeling professionalism, and supporting apprentice development. Mentorship strengthens both apprentices and mentors while reinforcing a culture of learning.

Employer Insight

Long-term workforce partnerships create value by developing people, strengthening organizational culture, and preparing future leaders.

Best Practice

Review workforce development goals annually and incorporate apprenticeship planning into strategic workforce discussions. Evaluate mentorship capacity alongside projected hiring needs.

Key Takeaways

- Workforce development is a long-term investment.
- Employer partnerships support organizational growth.
- Mentorship strengthens workforce capability.

- Apprenticeship contributes to succession planning.
- Continuous collaboration creates lasting value.

Employer Action Checklist

- ☐ Review long-term staffing goals.
- ☐ Evaluate mentor capacity.
- ☐ Identify future leadership opportunities.
- ☐ Measure workforce development outcomes.
- ☐ Continue annual partnership planning with Coding Clarified.

Reflection for Leaders

How will your organization benefit from investing in workforce development over the next five years? What legacy of mentorship and professional excellence do you hope to create for future coding professionals?

Additional Resources

Employer Resource Library™

- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 6 – Apprentice Development Timeline
- Resource 7 – Funding & Workforce Resources
- Resource 10 – Employer Contact Directory

Building Strong Mentorship

Supporting Apprentice Development Through Effective Mentoring

“People may forget what you taught them, but they rarely forget the mentor who believed in them.”

Executive Summary

Mentorship is one of the most influential components of a successful apprenticeship. While education provides foundational knowledge and employment offers practical experience, mentorship helps transform capable employees into confident professionals. This playbook explores the role of mentors, outlines best practices for supporting apprentices, and demonstrates how intentional mentoring strengthens both individuals and organizations.

In This Playbook

- Understand the role of a mentor.
- Learn the characteristics of effective mentoring.
- Explore mentoring best practices.
- Understand how mentorship contributes to workforce development.

Why It Matters

Every apprentice enters the workplace with unique strengths, experiences, and learning needs. Mentorship provides guidance, encouragement, accountability, and professional insight that cannot be fully replicated through classroom education. Organizations that intentionally develop mentors often strengthen employee engagement, improve onboarding experiences, and support long-term workforce success.

The Role of the Mentor

A mentor serves as a trusted guide who helps apprentices navigate workplace expectations, build confidence, strengthen technical skills, and develop professional judgment. Effective mentors model organizational values, demonstrate professionalism, encourage critical thinking, and create a safe environment for questions and continuous learning.

Characteristics of Effective Mentors

Strong mentors typically demonstrate:

- Professional expertise

- Patience
- Active listening
- Clear communication
- Integrity
- Constructive feedback
- Encouragement
- Accountability
- Commitment to lifelong learning

Mentoring Best Practices

Establish regular meetings during the apprentice's first six months. Create opportunities for observation, discussion, and reflection. Celebrate progress, provide timely feedback, encourage questions, and gradually increase responsibility as confidence and competency grow.

Creating a Culture of Mentorship

Organizations strengthen workforce development when mentorship becomes part of the organizational culture rather than the responsibility of a single individual. Leaders can encourage mentoring by recognizing mentor contributions, providing resources, and supporting professional development for both mentors and apprentices.

Employer Insight

Mentorship benefits more than apprentices. Experienced professionals often strengthen their own leadership, communication, and coaching skills while serving as mentors.

Best Practice

Develop a structured mentor orientation that clearly defines expectations, communication guidelines, meeting frequency, and apprentice development goals before the apprenticeship begins.

Key Takeaways

- Mentorship accelerates professional growth.
- Effective mentors create supportive learning environments.
- Structured mentoring strengthens onboarding.
- Organizations benefit when mentorship becomes part of their culture.
- Coding Clarified supports mentors throughout the apprenticeship journey.

Employer Action Checklist

- ☐ Select experienced mentors.
- ☐ Provide mentor orientation.
- ☐ Schedule recurring mentor meetings.
- ☐ Encourage ongoing communication.
- ☐ Recognize mentor contributions.

Reflection for Leaders

How does your organization currently develop future leaders? What qualities distinguish your strongest mentors? How can mentorship become a defining part of your workplace culture and workforce strategy?

Additional Resources

Employer Resource Library™

- Resource 3 – Employer Onboarding Checklist
- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 6 – Apprentice Development Timeline
- Resource 10 – Employer Contact Directory

EMPLOYER PLAYBOOK 9

Building Together

Shared Responsibilities for Apprentice Success

“The strongest workforce partnerships are built on shared responsibility and shared success.”

Executive Summary

A successful apprenticeship depends on collaboration. Employers, apprentices, mentors, and Coding Clarified each play a distinct role in creating an environment where professional growth can occur. This playbook defines those responsibilities and demonstrates how accountability, communication, and partnership contribute to successful apprenticeship outcomes.

In This Playbook

- Understand the responsibilities of each stakeholder.
- Learn how collaboration supports apprentice success.
- Review communication expectations.
- Explore strategies for maintaining accountability throughout the apprenticeship.

Why It Matters

Apprenticeship is a partnership rather than a single event. When responsibilities are clearly understood and consistently fulfilled, organizations create a stronger learning environment while apprentices gain confidence, competence, and professional independence.

The Employer's Responsibilities

Employers provide meaningful employment, assign mentors, establish workplace expectations, provide feedback, evaluate performance, encourage professional development, and maintain a supportive work environment.

The Apprentice's Responsibilities

Apprentices demonstrate professionalism, integrity, accountability, effective communication, willingness to learn, ethical coding practices, and respect for organizational policies and patient confidentiality.

Coding Clarified's Responsibilities

Coding Clarified delivers Related Technical Instruction, supports employers and apprentices, coordinates apprenticeship activities, monitors educational progress, provides resources, and assists with apprenticeship documentation and communication.

Shared Communication

Successful partnerships rely on timely communication. Questions should be addressed early, expectations discussed openly, and progress reviewed regularly. Honest communication strengthens trust and supports continuous improvement.

Resolving Challenges

Challenges are a normal part of professional growth. Employers, mentors, apprentices, and Coding Clarified should work collaboratively to identify concerns, develop solutions, and support continued success whenever possible.

Employer Insight

Organizations that encourage transparency and shared accountability often build stronger workforce partnerships and more confident professionals.

Best Practice

Establish recurring quarterly partnership reviews involving employer leadership, mentors, apprentices, and Coding Clarified to celebrate accomplishments, discuss progress, and identify opportunities for continued growth.

Key Takeaways

- Apprenticeship succeeds through collaboration.
- Clearly defined responsibilities strengthen outcomes.
- Communication builds trust.
- Accountability supports professional growth.
- Coding Clarified remains an active workforce development partner throughout the apprenticeship.

Employer Action Checklist

- ☐ Review partnership responsibilities.
- ☐ Confirm mentor and supervisor roles.
- ☐ Establish communication schedules.
- ☐ Encourage apprentice feedback.

- ☐ Participate in periodic partnership reviews.

Reflection for Leaders

How does your organization demonstrate shared accountability? What communication practices strengthen collaboration? How can leadership create an environment where apprentices, mentors, and supervisors succeed together?

Additional Resources

Employer Resource Library™

- Resource 2 – Employer Partnership Agreement
- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 8 – Employer Frequently Asked Questions
- Resource 10 – Employer Contact Directory

Building Performance Excellence

Coaching, Evaluation, and Continuous Improvement

“Excellence is not achieved through evaluation alone—it is developed through consistent coaching and continuous improvement.”

Executive Summary

Performance excellence is created through clear expectations, regular feedback, meaningful coaching, and ongoing professional development. Apprentices benefit from structured evaluations that recognize accomplishments while identifying opportunities for growth. This playbook outlines practical approaches employers can use to develop confident, productive medical coding professionals throughout the apprenticeship journey.

In This Playbook

- Establish performance expectations.
- Conduct effective coaching conversations.
- Measure apprentice progress.
- Build a culture of continuous improvement.
- Recognize and celebrate professional growth.

Why It Matters

Employees perform best when expectations are clear, feedback is timely, and leaders invest in development. Apprenticeship provides employers with a structured opportunity to combine coaching, mentoring, education, and performance management into one coordinated workforce strategy.

Establishing Performance Expectations

Define measurable expectations during onboarding, including coding accuracy, productivity goals, professionalism, communication, attendance, compliance, teamwork, and commitment to continuous learning. Written expectations help apprentices understand how success will be evaluated.

Coaching for Success

Coaching should occur regularly rather than only during formal reviews. Effective coaching recognizes strengths, addresses challenges constructively, encourages problem solving, and supports apprentice confidence through practical guidance and encouragement.

Performance Reviews

Suggested review milestones include 30-day, 60-day, 90-day, six-month, and annual evaluations. Discussions should focus on accomplishments, development goals, technical competency, workplace integration, and future learning opportunities.

Continuous Improvement

Continuous improvement encourages apprentices to seek feedback, expand knowledge, strengthen coding accuracy, improve efficiency, and remain current with evolving coding guidance. Employers reinforce this culture by modeling lifelong learning and supporting educational opportunities.

Recognizing Achievement

Recognition reinforces positive behaviors. Celebrate milestones such as successful onboarding, improved coding quality, completion of RTI milestones, mentorship achievements, certification anniversaries, and apprenticeship completion.

Employer Insight

Employees who receive regular coaching and meaningful recognition are often more engaged and better prepared for long-term professional success.

Best Practice

Use consistent evaluation tools throughout the apprenticeship and document development goals after each review. Shared expectations help mentors, supervisors, apprentices, and Coding Clarified remain aligned.

Key Takeaways

- Clear expectations support performance.
- Coaching is an ongoing leadership responsibility.
- Regular evaluations encourage growth.
- Continuous improvement strengthens workforce quality.
- Recognition reinforces professional excellence.

Employer Action Checklist

- ☐ Review evaluation processes.
- ☐ Schedule recurring coaching meetings.
- ☐ Document development goals.
- ☐ Recognize apprentice accomplishments.
- ☐ Share progress with mentors and Coding Clarified when appropriate.

Reflection for Leaders

How does your organization define performance excellence? Are employees receiving coaching that inspires growth rather than simply measuring outcomes? What practices can strengthen a culture of continuous improvement?

Additional Resources

Employer Resource Library™

- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 6 – Apprentice Development Timeline
- Resource 8 – Employer Frequently Asked Questions
- Resource 10 – Employer Contact Directory

Building Opportunity

Leveraging Workforce Development Resources and Apprenticeship Incentives

“Opportunity grows when employers invest in people and workforce development.”

Executive Summary

Registered Apprenticeship is more than a workforce training model—it is a strategic workforce development initiative supported by federal, state, and local partners. Depending on location and program availability, employers may have access to workforce development resources, apprenticeship incentives, grants, tax credits, wage reimbursement programs, or other forms of support. This playbook introduces employers to these opportunities and encourages collaboration with Coding Clarified and local workforce agencies.

In This Playbook

- Understand workforce development resources.
- Learn about apprenticeship incentives.
- Explore partnerships with workforce agencies.
- Integrate available resources into long-term workforce planning.

Why It Matters

Healthcare organizations continually seek innovative approaches to recruiting, developing, and retaining qualified professionals. Workforce development initiatives can help employers strengthen talent pipelines while reducing barriers associated with hiring and training. Because available programs differ by state and funding source, employers should confirm eligibility with the appropriate workforce agency.

Understanding Workforce Development

Workforce development brings together employers, educators, workforce boards, apprenticeship agencies, and community partners to strengthen regional labor markets. Registered Apprenticeship is one of several workforce strategies that may support employer hiring and employee development.

Potential Employer Resources

Depending on location and eligibility, employers may have access to:

- Registered Apprenticeship support
- Workforce Innovation and Opportunity Act (WIOA) resources
- State apprenticeship expansion initiatives
- Workforce grants
- Tax incentives where applicable
- On-the-job training reimbursement programs
- Industry partnership initiatives

Availability and requirements vary by jurisdiction.

Working with Coding Clarified

Coding Clarified collaborates with employers throughout the apprenticeship process by assisting with program coordination, Related Technical Instruction, workforce development guidance, and communication. When appropriate, employers may also work with local workforce agencies to explore available incentive programs.

Planning for Long-Term Success

Organizations benefit most when workforce development becomes part of their strategic planning. Reviewing projected hiring needs, mentor capacity, succession planning, and available workforce resources annually helps employers create sustainable talent strategies.

Employer Insight

Employers who actively engage with workforce partners often discover opportunities to strengthen hiring, employee development, and long-term organizational resilience.

Best Practice

Establish relationships with your local workforce board and Registered Apprenticeship representatives. Staying informed about workforce initiatives can help your organization identify future opportunities as programs evolve.

Key Takeaways

- Workforce development extends beyond recruitment.
- Apprenticeship is one component of a broader workforce strategy.
- Funding opportunities vary by location and eligibility.
- Coding Clarified supports employers throughout the apprenticeship journey.
- Strategic planning strengthens long-term workforce success.

Employer Action Checklist

- ☐ Contact your local workforce agency.
- ☐ Review apprenticeship eligibility.
- ☐ Explore available incentive programs.
- ☐ Include workforce development in strategic planning.
- ☐ Schedule a workforce consultation with Coding Clarified.

Reflection for Leaders

What workforce opportunities are available within your region? How can collaboration with workforce partners strengthen your organization's future hiring strategy? What investments today could create stronger workforce outcomes tomorrow?

Additional Resources

Employer Resource Library™

- Resource 2 – Employer Partnership Agreement
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 7 – Funding & Workforce Resources
- Resource 8 – Employer Frequently Asked Questions
- Resource 10 – Employer Contact Directory

Building Confidence

Frequently Asked Questions About Employer Partnership and Apprenticeship

“Confidence grows when questions are answered with clarity, transparency, and purpose.”

Executive Summary

This playbook answers the questions employers ask most frequently when considering participation in the Coding Clarified Employer Partnership Program. It is designed to provide clear expectations regarding employer participation, candidate selection, mentorship, apprenticeship responsibilities, and Coding Clarified's role throughout the partnership.

In This Playbook

- Review common employer questions.
- Understand the apprenticeship process.
- Clarify employer and Coding Clarified responsibilities.
- Build confidence before launching an apprenticeship.

Why It Matters

Employers make better workforce decisions when expectations are clear. Transparent communication builds trust and allows organizations to evaluate apprenticeship as part of their long-term workforce strategy.

Frequently Asked Questions

Q: Who are the candidates?

A: Candidates entering apprenticeship have already earned a CPC or CCS credential before employer matching.

Q: Who decides whom to hire?

A: Employers retain complete authority over interviewing, selecting, hiring, compensation, supervision, and employment decisions.

Q: What does Coding Clarified provide?

A: Coding Clarified provides Related Technical Instruction, apprenticeship coordination, educational support, progress monitoring, and ongoing communication.

Q: Does apprenticeship replace employer onboarding?

A: No. Apprenticeship complements an employer's onboarding process and organization-specific training.

Q: Is a mentor required?

A: A designated mentor is strongly recommended to support professional development and workplace integration.

Q: How long does apprenticeship last?

A: The duration is established by the registered apprenticeship standards applicable to the program and participating employer.

Q: Are funding opportunities available?

A: Funding and incentive programs may be available depending on state, region, and employer eligibility. Employers should confirm opportunities with the appropriate workforce agency.

Q: How is apprentice progress monitored?

A: Progress is supported through employer feedback, mentor engagement, workplace experience, and Related Technical Instruction.

Q: What happens after completion?

A: Successful completion represents an important professional milestone and reflects continued growth through structured employment and education.

Employer Insight

Clear expectations at the beginning of a partnership often lead to stronger communication, smoother implementation, and greater long-term success.

Best Practice

Share this FAQ with hiring managers, mentors, and department leaders before onboarding an apprentice so everyone understands the partnership model and their role within it.

Key Takeaways

- Transparency builds confidence.
- Employers maintain hiring authority.
- Coding Clarified supports—not replaces—employer processes.
- Apprenticeship is a collaborative workforce strategy.
- Questions should always be encouraged.

Employer Action Checklist

- ☐ Review the FAQ with leadership.
- ☐ Identify remaining questions.
- ☐ Meet with Coding Clarified for clarification if needed.
- ☐ Prepare mentors and supervisors for apprentice onboarding.

Reflection for Leaders

What additional information would help your organization feel fully prepared to launch an apprenticeship? How can open communication strengthen future workforce partnerships?

Additional Resources

Employer Resource Library™

- Resource 2 – Employer Partnership Agreement
- Resource 4 – Mentor Handbook
- Resource 7 – Funding & Workforce Resources
- Resource 8 – Employer Frequently Asked Questions
- Resource 10 – Employer Contact Directory

Building Lasting Partnerships

Growing Together Through Workforce Development

“Enduring partnerships are built one relationship, one learner, and one success story at a time.”

Executive Summary

Successful apprenticeship programs do not end when an apprentice completes the program. They evolve into long-term workforce partnerships that strengthen organizations, create opportunities for future professionals, and support continuous organizational improvement. This playbook explores how employers and Coding Clarified can build enduring relationships that extend well beyond a single apprentice.

In This Playbook

- Understand the value of long-term partnerships.
- Explore continuous workforce planning.
- Strengthen collaboration.
- Build a sustainable talent strategy.

Why It Matters

Organizations that view apprenticeship as an ongoing workforce strategy rather than a one-time hiring solution are often better positioned to address future staffing needs, preserve institutional knowledge, and strengthen organizational resilience.

The Partnership Beyond Completion

Completion of an apprenticeship represents the beginning of a continuing relationship. Employers may return to Coding Clarified for future candidate needs, mentor development, workforce planning discussions, educational updates, and expansion of apprenticeship opportunities within their organization.

Continuous Workforce Planning

Annual workforce reviews help organizations anticipate retirements, organizational growth, specialty expansion, and leadership succession. Coding Clarified can support employers by discussing projected hiring needs and aligning future apprenticeship opportunities with organizational goals.

Celebrating Success

Recognize apprentice accomplishments, mentor contributions, and organizational milestones. Sharing success stories internally encourages a culture of learning and demonstrates the organization's commitment to professional development.

Employer Insight

The strongest workforce partnerships are measured not by the number of apprentices hired, but by the lasting relationships built through collaboration and shared success.

Best Practice

Schedule an annual partnership review with Coding Clarified to discuss workforce goals, evaluate apprenticeship outcomes, and identify opportunities for future collaboration.

Key Takeaways

- Workforce partnerships should extend beyond one apprentice.
- Strategic planning supports long-term success.
- Recognition reinforces organizational culture.
- Continuous collaboration strengthens workforce development.
- Lasting partnerships create lasting value.

Employer Action Checklist

- ☐ Conduct an annual workforce review.
- ☐ Evaluate apprenticeship outcomes.
- ☐ Recognize mentors and apprentices.
- ☐ Discuss future workforce goals with Coding Clarified.
- ☐ Explore additional apprenticeship opportunities.

Reflection for Leaders

What would a five-year partnership with Coding Clarified look like for your organization? How can your organization continue investing in future professionals while strengthening its own workforce?

Additional Resources

Employer Resource Library™

- Resource 2 – Employer Partnership Agreement
- Resource 4 – Mentor Handbook
- Resource 5 – Quarterly Evaluation Toolkit
- Resource 7 – Funding & Workforce Resources
- Resource 10 – Employer Contact Directory

Building the Future of Healthcare

Our Shared Commitment to Workforce Excellence

“The future of healthcare is built by organizations willing to invest in people today.”

Executive Summary

The future of healthcare depends on skilled professionals, strong leadership, and organizations committed to continuous workforce development. Registered Apprenticeship provides a framework for preparing the next generation of medical coding professionals while strengthening healthcare organizations. This final playbook reflects on the shared mission of employers, educators, mentors, and apprentices and challenges every partner to continue investing in the profession.

In This Playbook

- Reflect on the future of workforce development.
- Reinforce the value of employer leadership.
- Celebrate apprenticeship as a long-term investment.
- Commit to continuous improvement and collaboration.

Why It Matters

Healthcare continues to evolve through advances in technology, regulation, reimbursement, and patient care. Behind these changes are professionals who ensure documentation accuracy, regulatory compliance, and data integrity. Developing future coding professionals is not only an organizational responsibility—it is an investment in the healthcare system itself.

Our Shared Commitment

Employers create opportunity. Mentors transfer knowledge. Apprentices commit to growth. Coding Clarified provides education, coordination, and partnership. Together these contributions strengthen healthcare organizations and expand opportunities for future professionals.

A Vision for the Future

Imagine a workforce where every new coding professional enters the field with strong educational preparation, supportive mentorship, meaningful employment, and a clear pathway

for continued growth. That vision is achieved through collaboration, not by any one organization working alone.

Leadership Through Partnership

Leadership is demonstrated by organizations that intentionally invest in people. By developing apprentices, supporting mentors, and planning for future workforce needs, employers help shape the next generation of coding professionals and strengthen the profession for years to come.

Employer Insight

Every apprentice developed today has the potential to become tomorrow's mentor, leader, educator, and advocate for the profession.

Best Practice

Review your organization's workforce strategy annually and reaffirm your commitment to education, mentorship, continuous learning, and partnership. Sustainable workforce development is an ongoing leadership responsibility.

Key Takeaways

- Workforce development strengthens healthcare.
- Employer leadership shapes the future of the profession.
- Apprenticeship supports continuous learning.
- Mentorship creates lasting impact.
- Collaboration builds a stronger healthcare workforce.

Employer Action Checklist

- ☐ Renew your workforce development goals.
- ☐ Continue investing in mentorship.
- ☐ Strengthen employer partnerships.
- ☐ Share success stories.
- ☐ Commit to developing the next generation of coding professionals.

Reflection for Leaders

What legacy will your organization leave for future coding professionals? How will today's workforce decisions influence the healthcare industry tomorrow? What role will your organization play in building a stronger profession?

Closing Reflection

Every organization has the opportunity to influence the future of healthcare by investing in people. Thank you for partnering with Coding Clarified and for your commitment to developing skilled, ethical, and confident medical coding professionals. Together, we are building a stronger workforce—one apprentice, one mentor, and one partnership at a time.

Additional Resources

Employer Resource Library™

- Resource 1 – Employer Readiness Assessment
- Resource 4 – Mentor Handbook
- Resource 7 – Funding & Workforce Resources
- Resource 10 – Employer Contact Directory