

Robin Becker

Robin Becker is the Systems Coordinator for Resolve. Her responsibilities include network maintenance and maintaining provider fee schedules. She also serves as the liaison between Resolve and its clients, as well as between Resolve and its partners/vendors.

In addition to her responsibilities with Resolve, Robin is also the Network Coordinator for North Country Physicians Organization, PLLC (NCPO). NCPO is a 175-member physician organization in St. Lawrence County and Franklin County, New York.

Robin holds an AAS in Business Administration from Daytona State College.

Clayton Duhl

Clayton J. Duhl, MLIS, CPC-A, is an expert in information organization and management. Since joining Joel S. Duhl, Inc., he has worked with physician practices to identify opportunities for improved cash flow, conduct coding audits, and assist practices to achieve meaningful use to qualify for stimulus funds.

Clayton earned a Bachelor of Arts degree in Spanish from Florida International University in Miami, Florida. He also earned a Master's in Library and Information Science from Florida State University. He is vice president of the Daytona Beach chapter of the American Academy of Professional Coders (AAPC). He is also fluent in written and spoken Spanish.

M. Jane Hanlon

Jane Hanlon is the Data Analyst for Joel S. Duhl, Inc. Her responsibilities include compiling information provided by various physician offices, preparing monthly Accounts Receivable Analysis reports, and analyzing financial and medical procedure trends. Other responsibilities include preparation of reports that analyze physician organization managed care costs.

Prior to working for Joel S. Duhl, Inc., Jane worked as a financial consultant to owners of small businesses in the restaurant industry. She also held a position for several years as a financial analyst for a Holding and Life Insurance Company in Wilmington, Delaware where she was responsible for the quarterly and annual statement preparation.

Jane graduated from Neuman College with a major in Accounting and Finance and holds designations from the Insurance, Accounting, and Financial Reporting industries.

Trina Lasater

Trina S. Lasater is the Resolve Sales and Marketing Manager. She has extensive training in the insurance and financial services industries, and sixteen years of experience as a financial advisor and agency owner.

In addition, Trina is the course developer and writer of continuing education courses for Joel S. Duhl, Inc. She conducts extensive research and coordinates with state departments and professional boards to prepare the courses for updates as needed and makes necessary changes for compliance purposes. She also develops quizzes and final examinations to comply with applicable state and federal guidelines.”

Trina attended 4 years at Murray State University with a major in Business Administration and a minor in Accounting and Finance. She currently holds a 215 and a 220 insurance license. While working in the securities industry, she held a Series 7 and a Series 63 license. Trina holds several designations and certificates in the insurance and financial services industry.

Rhonda Smith

Rhonda Smith is the Office Manager and Compliance Officer for Joel S. Duhl, Inc. and the Network Coordinator for three physicians organizations. Her responsibilities include the general operations of the office, maintaining files and data bases, coordinating board meetings, expediting credentialing for members, the preparation and maintenance of corporate documents and contracts, and billing and collection. Rhonda has been with the company for eight years.

Prior to working for Joel S. Duhl, Inc., Rhonda worked as a Legal Assistant/Service Dept. Supervisor for eleven years at a Michigan law firm. She has had extensive training in Collections through NARCA (National Association of Retail Collection Attorneys), and numerous years of negotiating deals between litigants.

Rhonda holds an AAS degree in General Business from Macomb Community College of Warren, Michigan.