

Summary

Energetic, self-motivated public health and psychology major with 4 years healthcare experience and a proven record of utilizing best practices to develop and implement policies and procedures to increase revenue and create a positive patient experience. Servant leader committed to understanding employee needs to promote professional growth, engagement and commitment to both departmental and organizational mission and values. Possess strong communication, organization and team-building skills, which have fostered the ability to manage multiple service lines across multiple practice locations.

Education

Doctor of Philosophy (Health Policy and Management) ▪ Indiana University (Aug. 2019 – Current)

Master of Public Health (Social and Behavioral Sciences) ▪ Indiana University (Jan. 2011 – May 2014)

Bachelor of Arts (Psychology) ▪ Purdue University (Aug. 2003 – Dec. 2007)

Certification(s)

Resident Navigator ▪ IN Department of Insurance

Revenue Cycle Leadership ▪ Healthcare Business Insights

Experience

Eskenazi Health

• **Operations Manager (June 2017 – current)**

Streamlined the collection of federal poverty level (FPL) information to ensure sliding-fee scale discounts were applied appropriately and Health Resources and Services Administration (HRSA) requirements met. Developed and implemented a primary care staffing model to address evening and weekend coverage needs. Increased staffing by 10% and maintained a staffing level of 90% within the 1st year of hire. Sustained a 1st year turnover rate of 0% during the 3rd quarter of 2018 and the 1st, 2nd and 3rd quarters of 2019.

Developed and implemented a pre-registration and scheduling process for financial counseling appointments to reach a conversion rate of at least 75%. Developed and implemented the PAS quality assurance program that consisted of standards of work, scoring guidelines and auditing templates. Coordinated process improvement initiatives that led to the financial clearance of 95% of prisoner accounts and increased revenue by \$1.4 million on newborn accounts. Standardized the PAS dashboard and tracking of Medicaid minutes to ensure key performance indicators were reported and reimbursements were requested on a routine and timely basis. Collaborated with IS Development to create a PAS SharePoint site to manage PTO requests, track FMLA hours and centralize departmental policies and procedures.

Community Health Network

• **Revenue Cycle Liaison (March, 2016 - June 2017)**

Coordinated communications between assigned practice locations and the Cooperative Business Office regarding revenue cycle issues including, but not limited to, professional billing and coding, point-of-service collections, patient registration, and compliance.

Monitored internal audits, billing practices, and monthly reports to identify trends as well as aid in the reconciliation of payments and charges. Provided revenue cycle training and education to front office staff within assigned practices.

• **Preceptor (Sept. 2015 - March, 2016)**

Developed and implemented training activities to meet the needs of staff within the Patient Access Center. Monitored daily operations and created workflows to increase efficiency and ensure quality measures were being met. Participated in the hiring process of qualified staff and the development of existing staff through coaching, mentoring and by providing staff with opportunities to acquire new or advanced skills.

• **Triage Specialist (Oct. 2014 - Sept. 2015)**

Gathered data during the intake process to determine the nature and severity of the mental health problem(s) as well as identified the level of care that would be best meet the need of the patient. Assisted in the coordination of care by verifying insurance information, scheduling appointments, and connecting patients to community resources when appropriate.