

Jessica Claire

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SUMMARY

Seasoned Regional Medical Business Manager and Revenue Cycle Manager offering 20 years' expertise. I have a record of great success in driving continuous improvement by streamlining billing and cash flow processes along with business development and customer service. Effective in developing best practices to manage aged receivables and optimize collections outreach. Within the last 12 years I managed a medical group which consisted of 4 medical clinics and two medical spas, twelve medical providers and over 140 employees. Talented leader, strategic thinker and offers proven ability to build effective teams and increase revenue. I am seeking to utilize my background in an effort to take the next career step with a growing organization that exemplifies integrity, compassion and professionalism and values it's loyal employees.

EXPERIENCE

CONSULTANT 01/2019 to CURRENT

Amdocs | San Diego, CA

- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems
- Implemented comprehensive needs assessment mechanisms to identify demand for products and services
- Recorded and reported job-related activities, findings, discrepancies, and decisions
- Provided expert assessments of designs and plans in the medical business industry
- Managed revenue strategies, sales and customer engagement tactics, increasing client base
- Coordinated with appropriate departmental staff members to assign correct hardware to appropriate organizational unit

REGIONAL BUSINESS MANAGER/REVENUE CYCLE MANAGER 08/2008 to 01/2020

Electricom Inc | Linwood, NC

- Practice Management
- Revenue cycle management
- Maintain confidential information, such as pay rates, bonus targets and pay grades
- HIPAA Security Officer, HIPAA Compliance Officer
- Spearhead finding, contracting and implementing new practice management system, Athena Health Collector, Clinical and Communicator
- Supervise 7 managers and approximately 140 employees
- Provide excellent service and attention to patients in face-to-face encounters and through phone conversations
- Collaborate in development of operational procedures
- Insurance contract negotiations
- Determine fee schedule
- Random auditing for 12 medical providers
- Work high level medical claim rejections
- Thoroughly review financial statements and audits to correct any discrepancies
- Analyze costs and revenues to project future trends
- Retain key clients and operational integrity throughout company transition from New Mexico to Texas
- Complete administrative tasks such as record-keeping, writing correspondence and gathering materials
- Analyze operational performance to identify pain points and provide actionable solutions to management
- Determine objectives by observing consumers, collecting feedback surveys and then analyzing information
- Identify operational and performance issues and assigned key employees appropriate tasks for correction and implementation
- Develop, manage and monitor multiple professional/medical teams and client expectations
- Organize and maintain financial records for company earning approximately \$14,000,000 annually in net income
- Perform research and due diligence to resolve issues in timely manner
- Assist in creation of contracts for outside vendors
- Prepare departmental contracts for attorney approval
- Create company policy handbook

BILLING MANAGER 02/2004 to 08/2008

The Eye Site | City, STATE

- Conducted insurance verification and pre-authorization, coded and billed office ophthalmic procedures, medical and vision exams and managed patient charts.
- Optician duties including Optomap, Refractor and topography. Frame selection and sales
- Helped customers to bring accounts into good standing by implementing payment plans.
- Facilitated payment of invoices due by sending bill reminders and contacting clients.

SKILLS

- Practice Management
- Revenue Cycle Management
- Excellent Managerial Techniques
- Athena Collector, Clinical and Communicator
- Staff Leadership
- Labor Cost Controls
- Excellent Customer Service
- Improvement Plan Knowledge
- Project Management
- Medical Billing - Family Practice, OB/GYN, Pediatrics, Ultrasound, Lab, X-ray, Nursing Facility, Urgent Care
- Accounts Receivable Specialist
- Billing and Collections Best Practices
- Policy Planning
- Complex Problem Solving
- Human Resources
- HIPAA Compliance/HIPAA Safety Officer
- Medicare, Medicaid, Commercial Insurance and Workers Compensation
- Invoicing in Quick Books
- Developing new business
- Business operations management
- Business structure planning
- Driving business growth

EDUCATION AND TRAINING

Certificate | HIPAA And Blood Born Pathogens Annualy Stericycle 01/2019

Multiple Class Training in Practice Mgmt 04/2013
Athena Health Annual User Conference, Boston, MA

Certificate of Advanced Family Practice Billing | Billing Certification Course, Lubbock, TX 03/2011

Certificate in Advanced Cardiac Billing | Cardiac Billing Certification Course, Lubbock Tx 05/2009

GED 07/2009
New Mexico Junior College, Hobbs, NM