

PH INPATIENT/FINANCIAL ADVOCATE SUPERVISOR

Education and Training

University of Phoenix 2013 Master of Business Administration : Buisniess City , State , US GPA: GPA: 3.87/4.00

GPA: 3.87/4.00

University of Phoenix 2011 Bachelor of Science : Human Service Management City , State , US

GPA: 3.96/4.00

University of Phoenix 2009 Associate of Arts : Health Administration City , State , US GPA: GPA: 3.97/4.0

GPA: 3.97/4.0

Professional Experience

Company Name September 2015 PH Inpatient/Financial Advocate Supervisor
City , State

- Transition to PH Inpatient/Financial Advocate Supervisor
- Meet weekly to report on High Dollar Inpatient accounts, and Financial Advocate roles in helping self-pay patients
- Interim supervisor for additional outpatient department located at Downtown PH
- Work on Rapid Improvement team to reduce denials within the CDS
- Meet with cashiers in CDS and create consistent reporting of collections to all supervisors, and employees with graphs and notification of high collectors
- Help with the creation of 2016 Financial Application Policy for PHS to be compliant with 2016 501R rules
- Create presentation of Financial Assistance Policy for CDS
- Establish the role of Financial Advocates to help NICU babies with information on Social Security for disability when needed
- Establish new role of Financial Advocates to identify and help underinsured with financial assistance
- Work with Patient Advocates to help patients with questions regarding insurance, and inability to pay
- Work with Care Coordination to help patients obtain the financial means to receive the appropriate level care needed

Company Name November 2015 to September 2015 PH Patient Service Representative Supervisor
City , State

- Transition to Downtown PH as PSR supervisor
- Implement monthly meetings to bring unity to PSR department
- Orchestrate change to departmental culture to create awareness of other hospital areas, and build on teamwork
- Attend high dollar meetings and create weekly strategies for Inpatient collections
- Establish collection goals and increase in monthly collections
- Implement cross training of employees to multiple areas
- Author Time and Attendance policy for CDS Patient Access Department
- Build props for Patient Access events

Company Name January 2014 to November 2015 RMC Supervisor
City , State

- Transition to supervisor for all Patient Access departments in Rio Rancho
- First supervisor to successfully lead all departments at Rust including Southern, and High Resort

- Establish the expectation of cross-training for current and new employees for Rio Rancho, and eventually to all areas within the CDS
- Improve employee retention for Patient Access in Rio Rancho
- Improve employee satisfaction scores for Patient Access in Rio Rancho
- Establish collection feedback by the RMC cashier for all Rio Rancho employees
- EPIC stabilization within ADT department
- Implement EMPI/Bed Management for the CDS in the ER
- Volunteer to help and lead fund raising for several charity programs and campaigns in Rio Rancho

Company Name June 2012 to January 2014 RMC ER Supervisor

City , State

- PHS Supervisor training completed
- Ensure ER coverage and staffing levels are appropriate for 24/7 coverage
- Implement on-call process for employees
- Partake in RMC process improvement on employee hiring and retention
- Greatly improve employee relations and satisfaction in ER
- Monitor and improve ER collections
- In charge of Patient Access week for CDS in 2013
- Train all employees and prepare for the successful go-live of EPIC
- Assist with charity food drives to help families in the community

Company Name November 2008 to June 2012 Registrar III

City , State

- Work as registrar for the following departments: Outpatient, ER, Day Surgery, PASS, Inpatient, GI Lab, Pain & Spine, Physical Therapy, Infusion, and Patient Service Representative
- Assist with hiring and selecting applicants for open positions
- Train new hires
- Participate in process improvements for the ER
- Act as interim supervisor while manager was on leave
- Manage ER schedule
- Create pricing charts with CPT codes for Radiology registration
- Help with collection strategies to increase upfront ER collections

Company Name October 2005 to November 2008 Registrar

City , State

- Work as registrar for the following departments: Outpatient, ER, Day Surgery, and GI Lab
- Register patients in MPAC for hospital services
- Verify patient eligibility via POL, and third party applications
- Explain benefits and collect from patients

Company Name May 1997 to October 2005 Repair Technician

City , State

- Manage warehouse when coverage is needed
- Conduct one-on-one and team training for certifications
- Act as a liaison for all new hires including HR functions
- Work with computer based inventory system
- Create workable service departments and train new service techs for Cort stores in several states including: El Paso, Denver, Salt Lake City, San Diego, and Phoenix
- Successfully created a marketing project to sell repair and touch-up supplies with store's name and address.

Company Name June 1992 to May 1997 Service Department Manager

City , State

- Manager of service related aspects including repairs, ordering, and scheduling.
- Provide excellent customer service in selling and furniture related issues.

- Meet with furniture representative to explore potential manufacturing issues and viable solutions.
- Coordinate warehouse strategies with distribution manager.

Volunteer Experience

Accounting, agency, Cashiering, COACHING, computer training, CPT, client, excellent customer service, Customer service, Front-office, General office, hiring, HR, insurance, inventory, Team building, leadership, marketing, Marketing & sales, mentor, Access, Excel, PowerPoint, 2000, Word, Microsoft Word, presentations, processes, Project leadership, repairs, selling, San, Scheduling, Seminars, strategy, Phone, Author, Written