### Lisa Piepsney

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Cross-functional leader with a strong track record for managing individual projects, providing technical support, and improving company policies. Self-motivated professional who encourages teamwork and clear communication. Highly skilled and leverages innovative computer programs to streamline operations, using advanced Excel functions to develop extensive reports. Enthusiastic and detail-oriented manager with excellent budgeting, reporting, and business development skills.

Areas of Expertise

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| Financial Analysis | Portfolio Management | Financial Reporting |
| Budgeting | Training | Forecasting |
| P&L Management | Data Analysis | Process Improvement |
| Cost Reduction | Contract Analysis | Communication |

C omputer Skills: Microsoft Office Suite (Word, Excel, Access, PowerPoint), Project, Visio, SharePoint, AlphaCollector, OneNote, Teams, SAP SD/FICO/MM models, SAP Crystal Reports, QuickBase, R1, WebCenter, ARAS and Oracle. Business Analytics Certificate, ITIL Certification. Training Certifications for SQL, Power BI, Excel Business Intelligence. Training for Six Sigma and PMP.

# Professional Experience to

**Value-Based Programs Professional** | Humana, Louisville, KY 5/2022 - Present

* Prepare monthly, quarterly, and annual Medicare & Medicare Advantage Value-Base contract payments and settlements to providers in Kentucky and West Virginia. Conduction contract analysis for all payment portions of Value-Based contracts.
* Manage monthly CAP RUN for Kentucky and West Virginia Medicare & Medicaid contracts. Investigate and explain variances in funding expense, cap expense and membership. Reconcile accounts and trial balance.
* Meet with Service Fund team to document payment piece for all Kentucky and West Virgina contracts. Provide updates to Midwest team on the payments piece for the contracts.
* Participated in Pilot Program to train Load Professional to perform West Virginia automated payments and settlements. Trained senior Value-Based Professional to take over Medicaid contract payments and settlements.
* Conduct annual audits for the team’s contract settlement work.

**Revenue Cycle Analyst**| McLaren Health Care Corporation, Shelby Township, MI 12/ 2019 – 3/2022

* Prepared weekly Alpha Collector and Cerner reports with outstanding accounts receivable (AR) for 9 hospital senior executives. Also, prepared weekly AR facility reports by payers.
* Managed monthly Operations Dashboards for 11 main MI hospitals and all MI professional centers that includes Cash, Unposted Cash, Underpayment Recovery, DNFB, Total AR Days, Prof Credentialing, Encounters without Prof Charges/MSRs, Charity, Denials, Final Write Offs, Bad Debt (Self Pay/Residual), Late Charges, etc.
* Updated YOY monthly variance files. Created monthly operation presentations for the various sites with monthly operation numbers.
* Quality control checked and analyzed proper Medicare/Medicaid Bad Debt codes used for facility sites and sent inaccurate Bad Debt codes charges for corrections. Discovered $18M inaccurate Bad Debt charges in FY21.
* Updated CBO Monthly Goals using various reports and sent out to senior executive.

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| **Finance and Contracting Analyst, Managed Care** | Ascension Health, Warren, MI | 2016 – 2018 |

Oversaw analysis activities for 13 Ascension Health hospitals and behavioral health facilities throughout Michigan, Washington, DC, and Maryland. Conducted extensive research and contract analysis for each health plan, writing detailed reports on reimbursement activities, system requirements, and negotiation savings. Collaborated with management to ensure they have an excellent understanding of financial results, contract forecasts, and account standings.

* Verified sensitive financial information and statistical data to identify opportunities and ensure all statements are free of errors. Ensured all medical health insurance contracts were properly updated and maintained.
* Reviewed and summarized 13 hospital 5-YR P&L financial data and statistical information for BCBS to aid in contract health plan negotiations. Partnered with team lead to increase reimbursements for Washington, DC Medicaid MCO Contract by 15%.
* Guaranteed RI analytics system accuracy by conducting regular quality control audits and making swift changes to contract inaccuracies. Confirmed contract and pricing migrations mapping from R1 to Valetude system. Defined contract and reimbursement criteria to increase overall savings.

**Senior Business Analyst / IT Controlling** | AIC (ThyssenKrupp Materials NA in Southfield, MI) Okemos, MI 2015 – 2016

Gathered requirements and documentation, implemented new processes to increase efficiency and revenue, and quality-controlled process checks to confirm adherence to business requirements.

* Prepared IT project budget, actuals, forecasts, variances and performed monthly close. Analyzed monthly billings from and to internal TK businesses, financial statements, and P&L. Streamlined month end close accrual process.
* Implemented and prepared financial and other reports by collecting, analyzing, trending financial information and IT SLA contracts and cost.

**Strategy, Planning and Business Analyst** | Synova (FCA IT in Auburn Hills, MI) 2014 - 2015

Managed a $76M ITO A&I budget for G&A, handling all disbursements and tracked related capital costs. Provided extensive support with new SAP MM integration and ensured all standards were followed. Minimized ongoing expenses through program and policy redesign. Served as SharePoint administrator for the Financial Pre-Spend and A&I Planning sites.

* Implemented Phase II and III of an enhanced Financial Pre-Spend SharePoint site and streamlined workflow. Prepared all instruction, definition, and example documents.
* Developed a successful team by facilitating division-wide training and introducing new policies.
* Slashed $4.4M in budget expenses through effective, hands-on management.
* Reconciled tax accounts identified a $1.4M discrepancy and recovered the assets.

**IT Portfolio Manager / Senior Financial Analyst |** General Dynamics Land Systems, Sterling Heights, MI 2009 - 2013

Oversaw a wide range of IT government and key relationships with stakeholders, using clear communication to ensure financial activities aligned with business goals. Prepared $78M of monthly budgets, forecasts, actuals, and variance reports. Approved $690K in computer purchases annually, identifying ways to reduce costs and improve efficiency. Maintained company databases using Microsoft Access.

* Resolved escalated financial issues for IT Projects, including identifying $250K in billing mischarges in 2013, $977k in 2012, $531k in 2011, and $442k in 2010.
* Streamlined operations using Six Sigma IT best practices and ensured all business requirements were met.
* Recovered $400k+ in savings by focusing on financial organization and tracking.
* Collaborated with team to dramatically decrease budget each year, saving company millions.
* Saved $85k by overseeing the return of 1,500 terminated employee assets.
* Remediated 1,100 IT Local Admin security findings to 83, all of which received positive re-audit ratings.

# Education

**Business Analytics Certificate |** Cornel University, Ithaca, NY

**Master's Certificate in Finance** | Walsh College of Accounting & Business, Troy, MI

**Master of Science in Administration** | Central Michigan University, Mt. Pleasant, MI

**Bachelor of Science in Business** | Central Michigan University, Mt. Pleasant, MI

# Volunteer Experience

**President of the Board |** Glenmere Estates Condominiums, Sterling Heights, MI 2015 - 2024

**Parkway Christian School |**Sterling Heights, MI 2018 - 2023

**KKids Young Children’s Leader |**Kensington Community Church, Troy, MI 2015 - 2019