**ABA HAYFORD**

**219 Dwight Street ♦ New Haven, Connecticut ♦ 06511 ♦ 203.768.5284 ♦ Email:** [**Aba.Hayford@gmail**](mailto:Aba.Hayford@gmail)**.com**



**EDUCATION**

**Southern Connecticut State University**

Bachelor of Science in Public Health: Healthcare Administration, 2010

**CERTIFICATION**

**American Association of Healthcare Administrative Management**

Certified Patient Account Technician, 2011-2014

**HIGHLIGHTS**

* Creative, intuitive and professional;
* Proficient in financial accounting, healthcare reimbursement, clinical research, problem assessment and collaborative problem solving in complex interdisciplinary settings.
* Excellent analytical skills including a mastery of health and hospital related financial systems, to include financial analysis and supply chain contracting
* Keeps abreast with changes involving federal and state healthcare legislation affecting healthcare delivery and hospital financial systems.

**Medicaid Account Resolution Analyst, March 2011-Present**

*Yale- New Haven Health System, New Haven, CT*

* Contributes to a Medicaid Account Receivables team that generates an average of $26 million in monthly cash revenues (accounting for 30% of the receivable).
* Identifies operational specifications of rejected claims relating to the modification of adjudication software for “5010” formatting, changes in claim formatting and proper configuration requirements for claim submission
* Performs a detailed review of variances between the estimated contractual amount and system proration. Identifies issues created by Medicaid Managed Care contracts, complex billing regulations and other specific payment requirements impacting revenues projections for Medicaid payer.
* Improves revenue results by taking a global view of clinical and financial processes, functions and interdependencies in the provision of patient care services
* Delivers timely and accurate work for billing/revenue cycle reports to capture uncompensated revenue within a deadline-oriented environment; Utilizes clinical applications such as Eclipsys/SDK
* Analyzes and resolves credit balances via refunds, take backs or adjustments. Familiar with industry standard reimbursement methodologies for both Medicare and Medicaid along with a strong working knowledge of DRG, CPT and ICD-9 coding;

**Purchasing Intern, June 2011- January 2012**

*The Hospital of St. Raphael’s, New Haven, CT*

* Provided key technical support to project leaders and Purchasing Manager during the transition to a new supply chain contract and document management service for the Hospital of St. Raphael.
* Collected key cost utilization data to evaluate the financial and operational efficacy of diverting 15% of costs to the hospital’s copy center
* Analyzed the long-term benefits of consolidating document management service at a 20% discounted rate to support cost reduction plans, and sustain process improvement initiatives.
* Extracted operational/financial data from Medi- click to prepare a variety of reports utilized in monitoring and evaluating the purchasing history of current supplier for each incumbent clinical department
* Responsible for accurate maintenance of Excel database utilized in tracking supply chain cost metrics, expenditure and purchasing trends to estimate cost savings. Experience with pivot tables and V-lookups
* Applied new contracted pricing index to new vendor supplier, assisted in the pre-implementation procedures
* Demonstrated tact and sensitivity in stressful situations. Developed an in depth working relationship with key departmental operational managers

**Surgical Coordinator, May 2009– March 2011**

*Yale-New Haven Hospital: Ambulatory Services Division, New Haven, CT*

* Accurately assigned third party payers, ICD-9 diagnostic codes, and CPT procedure codes to medical information consistent with regulatory guidelines and clinical quality. Assists in the development of systems/policies to improve efficiency in patient scheduling and department performance
* Interacted with clinical departments and the physician business offices to implement policies relating to scheduling and patient process flows utilizing GE Centricity Group Management, and Advantx
* Monitored operating room block times to determine best staffing model to ensure efficiency in patient flow to support business systems and optimize clinical activities
* Provided daily support to the surgical services staff to resolve issues related to scheduling, physician privileges, and patient profiles; implemented and supported change as required
* Effectively communicated with syndicated surgical partners, practice managers, doctors and nurse managers to develop scheduling reports, participated in project work to improve departmental performance measures.

**Research Intern, January 2010– May 2010**

*Yale University School of Medicine: The PMS, Perinatal, & Postpartum Research Program– New Haven, CT –*

*(Principle Investigator: Dr. Kimberly Yonkers)*

* Obtained informed/HIPPA consent, performed randomization assignments of patients, and dispensed study medication; supervised the collection and processing of biological samples;
* Maintained accurate documentation of all patient screening, enrollment, sample collection, and study medicine administration and tracking using MEMS caps; reviewed data entry for completeness and reliability
* Reviewed the completeness of study paperwork for accuracy, including study documentation, and adverse event reporting to ensure compliance with study protocol.
* Supported the Research Coordinator in maintaining marketing and communication efforts of research program
* Conducted all research activities in accordance with clinical research protocol, and standard operating procedures;
* Participated in original research aimed at collecting critical data on women’s health for the purpose guiding clinical decision making and to inform the medical community at a local, state and national level

**Research Intern, January 2010-May 2010**

*Yale University AIDS Program- New Haven, CT (Dr. Monica Mercon and Dr. Merceditas Villanueva)*

* Abstract key medical data used in tracking HIV infections and disease management required by CDC
* Evaluated medical records using Centricity Electronic Medical Record (EMR) to extract epidemiological data with tact and accuracy. Collected data for the preparation of reports
* Attained in-depth knowledge of the epidemiology of HIV/AIDS in New Haven, current anti-retroviral medication (ART) treatment strategies and transmission factors