

Jennifer M. Johnson

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This resume is being submitted in hopes of securing a challenging position with your company that will utilize my experience, attributes, and dedicated customer service orientation to meet your business objectives.

Core Competencies:

Organizational and planning skills; Oral and written communication skills; Data collection, analysis and management; Problem assessment and analysis; Critical thinking; Decision-making; Delegation; Teamwork; Conflict management; Adaptability.

Communication and Personal Qualities:

Ability to communicate well with all levels of management, customers and supported departments. Maintain a positive morale, proactive, team oriented, innovative and committed to my personal, as well as the company's success. The ability to build trusting and effective professional relationships. Detail oriented and excellent analytical and problem-solving skills. Exemplify the highest degree of ethical behavior.

Career Experience:

Lone Star Surgical Affiliates – Frisco, TX May 30, 2017 – present

Medical Staff Coordinator & Business Office Manager

Function in MSO in assisting with the credentialing process

Maintain and update all credential files as needed

Review credential files for potential red flags

Monitor and file all received information

Attend MEC & Governing Board meetings

Perform new applicant and reappointment primary source verification

Update and submit medical staff roster

Generate and submit approval of privileges letters for initial, reappointments and resignations.

Lead/support and mentor business office staff

Plan and schedule project timelines

Evaluate projects and assess results

Responsible for creating provider/allied/employee photo & access badges

Assist with verifications

Financial Counseling/Discuss patient financial responsibility

Manage business office schedule weekly

Approval/denial of PTO request for business office
Complete daily reconciliation
Generate invoices to submit for payment
Employee performance evaluations
Update/Revise Policies
Marketing
Facility Audits (Austin, TX/Grapevine, TX/Ft. Worth, TX, Dallas, TX)
Daily reporting for cases performed and DNFB numbers

Plano Surgical Hospital – Plano, TX July 5, 2016 – May 26, 2017
Credentialing Coordinator

Function in MSO in assisting with the credentialing process
Maintain and update all credential files as needed
Review credential files for potential red flags
Monitor and file all received information
Assist in putting department meetings packets together per agenda
Attend credential committee and MEC meetings
Perform new applicant and reappointment primary source verification
Update database for currency and accuracy
Generate and submit approval of privileges letters
Submit request for all new physician dictation ID numbers
Create access badges
Report directly to the CEO
Attend monthly orientation to discuss Medical Staff Dept.
Attend peer panel interviews
Member of the Policy & Procedures Committee
Member of the Social Committee
Member of the Safety Committee
Member of the Accreditation committee
Non-clinical quality metric reports – due every quarter
Monitor expired certs (ACLS/BLS/PALS) and enroll employees/physicians into upcoming class dates scheduled.
Inventory/Order supplies for hospital
Maintain/update hospital directory

Dallas Medical Center – Dallas, TX February 2, 2015 – June 24, 2016
Medical Staff Coordinator

Function in MSO in assisting with the credentialing process for both Dallas Medical Center and Dallas Regional Medical Center
Maintain and update all credential files as needed
Review credential files for potential red flags
Monitor and file all received information

Assist in putting department meetings packets together according to agenda
Attend credential committee and MEC meetings
Attend/coordinate CME and Doctor's Day events
Perform new applicant and reappointment primary source verification
Update database for currency and accuracy
Submit approval of privileges letters
Generate new physician dictation ID numbers into HMS (Healthcare Management Systems) with appropriate data and submit tickets to IT for request to initiate process
Enter referring physician information into HMS

Lumin Health – Irving, TX February 24, 2014 – January 23, 2015

Business Services Project Manager

Implement and manage project changes and interventions
Develop and present reports on project progress
Maintain communication with project stakeholders and manage expectations
Prepared and delivered reports and recommendations
Assist with surgery scheduling for the Star Medical Center & HOPD
Financial counseling
Insurance Verification
Complete daily reconciliation (collection/deposit) logs
Payment Posting

NorthStar HealthCare – Dallas, TX February 20, 2011 – February 21, 2014

Business Office Specialist/Team Lead

Post payments into AdvanTx
Responsible for making sure all documents are completed and signed
Upload records to billing department
Break down charts and enter information into AdvantX
Meet with physician offices to train staff on scheduling, quotes and referral process
Responsible for tracking referrals
Surgery scheduling
Insurance Verifications
Answer multiple telephone lines.
Update daily glucose and HCG logs for surgery cases
Update contracts
Contact new patient leads for the Neuropathy Clinic
Request insurance information, schedule appointments,
Track patient leads weekly
Run Queries on Operative reports and contact physicians in regards to incomplete Ops;
Run daily and monthly case log reports
Additional back-office duties PRN: Escort patients to room; Check vital signs, glucose and HCG's; Run EKG's; D.C. IV's; Clean and prepare rooms; Spike IV's; Inventory; PRP; Stock patient rooms, PACU, anesthesia carts and OR's.

Euro RSCG Dallas, Advertising firm – Plano, TX May 1998 – June 2010

Administrative Assistant/Operations Lead

Answered multiple telephone lines
Created purchase orders and assisted with contracts
Ordered office supplies and other major purchases
Maintained copiers and fax machines
Sorted and distributed daily mail
Maintained office inventory ordered supplies
Documented all incoming check payments
Completed compliance calls to delinquent customers for collections
Recorded results into a compliance report for analysts
Record initial receipt of promotional packets
Processed payroll for 30 hourly employees
Completed expense reports for the VP
Organized team building events
Filing
Maintained available funds for in-house postage machine
Processed job closings and prepared invoices to be submitted to accounting

Software Experience:

AdvanTx	CPSI	BridgeConX
MD-Staff	PIMS	
MedHost	HealthPac	

Education:

Champion School of Real Estate Plano, TX	04/2016 – 6/2016	
PCI Health Training Center Dallas, TX	06/2010 – 02/2011	4.0 G.P.A Alpha Beta Kappa
Ellison High School Killeen, TX	08/1991 – 06/1994	G.E.D.

Certification:

NCCT: Medical Assistant # 737992 - Expires: 5/11/2018

References: Available Upon Request

