Melissa Brown 403 Powell Street Avalon, Tx 76623 Cell 972-351-7995

***Summary***

Accuracy and quality; ability to learn and master new concepts. Positive work ethic. Commitment to service. Developed Quality Improvement processes for products and services.

Protects patient privacy and confidentiality and abides by all HIPAA regulations

Established strong relationships with Physicians, Shared Services, and Administration.

***Experience***

**Director of Revenue Cycle Texas General Hospital April 2016-Present**

Patient Access, HIM, PBX , Insurance Verification, Billing, Coding

55 FTEs (Grand Prairie, Van Zandt, Bowie, DBX, Collect RX)

* Promoted from Patient Access Director to Business office Manager to Director of Revenue Cycle
* Responsible for all Patient Access/Insurance Verification/PBX functions, Medical Records Department, Coding Department, Billing, Collections
* Responsible for reporting all EFT/ERA to posting staff
* Responsible for ensuring all departments charges are entered
* Close Receipts and Charges each day
* Facilitator between Facility and Physicians and staff
* Monitor payments by each Insurance carrier and report any issues as well as collections
* Monitor charge master and update pricing as needed
* Built and rolled out Financial Benefit Application process

**Director of Patient Information Forest Park Medical Center February 2009-May 2016**

Patient Access Registration & Scheduling, PBX, HIM.

15 FTEs

* Promoted to Director of Patient information February 2015. As a result of strong leadership within Patient access and demonstrated results reducing unbilled accounts, while in the Interim HIM position
* Direct staff education to provide timely, courteous and knowledgeable response to information requests.
* Reduced Unbilled days by 30%
* Work in conjunction with the shared services office in the implementation plan for ICD-10 readiness, training and rollout, with appropriate internal and external departments to ensure testing is complete and functional.
* Identifies and implemented quality measures for staffing to increase departmental productivity

**Director of Patient Access Forest Park Medical Center at Frisco**

Patient Access, Registration & Scheduling, PBX

12 FTEs

* Responsible for assessing, improving and educating the performance of services provided and utilizing resources effectively to ensure safe, efficient processing of patients through the Patient Access flow.
* Reporting directly to the CFO
* Effectively Communicator, assisting Surgery and HIM
* Developed and maintained scheduling system currently used for FPMC Dallas/Frisco/Southlake
* Support and evaluate process to ensure maximum collections and revenue support.
* Demonstrated protection of patient rights with policies development.
* Resolution of patient complaints.
* Identifies regulatory and compliance risks within the organization and communicates these risks to management in order for controls to be improved to mitigate such risks

**Dept. Assistant/Billing Clerk Texas Health Resources Dallas April 2004-February 2012**

OR, PACU, DSU and Pre- Op

* Order and Charge Entry for: OR cases and blood work
* Register patients
* Scheduler
* All Clerical duties for the Perioperative department
* Responsible for billing, all operating room procedures

**Secretary/Billing Clerk Atlantic Technical Services January 2000-November 2003**

* Registered accounts
* Responsible for billing
* General office duties as needed

***Education***

Palmer High School

* Graduated with honors
* National Honor Society
* Awarded Who’s Who in America

References upon request