

Afton N. Burton

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CAREER OBJECTIVE

As a Payer Specialist with over 5 years of experience working with insurance companies regarding patient claims and a Bachelor's Degree in Business, I have had success driving revenue through strategic team work and analyzing payer behaviors. I am seeking to utilize my analytical expertise and leadership experience as an Analyst, Strategic Development for Taco Bell.

PROFESSIONAL EXPERIENCE

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| DaVita, Inc. | <i>Payer Specialist</i> | <i>February 2016 - present</i> |
| <ul style="list-style-type: none">Analyze Medicare Advantage claims behavior to identify revenue cycle discrepancies and obtain more accurate reimbursementPartner with Payer Contracting to identify payer contract opportunities and establish payment rates bringing in over \$1M in unexpected AREffectively navigate the US Department of Veteran's Affairs system, leading to quicker payment turnaround timeCoordinate and organize meetings across teams and keep minutes for meetings to ensure timely follow-up to actionsAssisted with onboarding of new teammates and performed behavior based interviews | | |

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| DaVita, Inc. | <i>Patient Accounts Specialist</i> | <i>April 2015 - February 2016</i> |
| <ul style="list-style-type: none">Managed billing and collections for multiple DaVita clinics, working closely with various insurance payersBuilt relationships within the internal core team and partnered with associates in order to effectively process an average of 650 claims per month with over 20% of claims being resolvedNegotiated claims with insurance companies resulting in deep knowledge of multiple insurance products | | |

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| Roy D. Nini, MD | <i>Executive Assistant</i> | <i>July 2012 - April 2015</i> |
| <ul style="list-style-type: none">Managed patient appointment times across five office locationsProcessed billing for more than 500 patients and ensured payments were handled in a timely mannerCreated and maintained new system for accessing patient charts online, well ahead of schedule as dictated by the HITECH act allowing MD to receive cash incentivesWorked closely with various attorneys, physical therapists, and Worker's Compensation adjusters resulting in numerous referred patients to the practice and long-term relationships | | |

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| Wells Fargo Bank | <i>Business Specialist</i> | <i>March 2006 - April 2012</i> |
| <ul style="list-style-type: none">Built and maintained long-term relationships with existing customers, resulting in higher than average client retention for the branch and numerous referrals received by those customersWorked with management on large projects training employees how to improve customer retention and how to deep dive into customer account in order to increase revenue for the branch by offering products that fit the client's needsKnowledgeable in over 50 personal and business banking products offered by Wells Fargo | | |

SKILLS/COMMITTEES

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| <ul style="list-style-type: none">Proficient in Microsoft Word, Excel, PowerPoint, Access, Outlook | <ul style="list-style-type: none">Lead on Payer Contracting TeamLead on Duals Team | <ul style="list-style-type: none">Logistics Lead on Innovation Committee | <ul style="list-style-type: none">Green Team CaptainLead on VA Team |
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EDUCATION

CALIFORNIA STATE UNIVERSITY, FULLERTON - *BS in Business Finance Degree*

FULLERTON COLLEGE - *Associates Degree*