Karina Garcia

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• https://kg-portfolio-app.netlify.app/

Experienced Revenue Cycle Management Analyst skilled in optimizing financial performance for healthcare organizations. With prior employment at a software development company, I honed data analytics and problem-solving abilities. Now transitioning to a Full Stack Web Developer role post-coding bootcamp, I merge healthcare admin expertise with coding skills to drive innovation in dynamic team settings.

PROJECTS

WellMates Wellness

Front-End Development
- Description: Wellmates is a telehealth platform that brings together physical and mental health services in one cohesive platform. The goal of this project was to build an app that solves a real-life problem. By bridging the gap between fragmented telehealth experiences and limited mental health resources, Wellmates ensures a seamless and personalized experience for users, empowering them to enhance their overall well-being. The goal is to provide a solution that simplifies the user experience, offers top-quality care, and supports individuals in achieving their health goals.
- Technologies Used: HTML, CSS, JavaScript, Bootstrap
- GitHub Repository: https://github.com/kgarcia7/wellmates-wellness.git

FlexFlow Fitness Tracker

Full-Stack Development
- Description: A collaborative full-stack application that addresses a real-world problem using a robust back end with servers, databases, advanced APIs, and user authentication. This project builds on agile development methodologies, including GitHub for version control, project management tools, and Git branch workflow for feature and bug fixes. The application's front end is developed from scratch, emphasizing reinforced skills and a stronger foundation.
- Technologies Used: Node.js, Express.js, Handlebars.js, MySQL, Sequelize ORM
- GitHub Repository: https://github.com/kgarcia7/flexflow.git

SKILLS

Browser Based Technologies: CSS, HTML, JavaScript, React.js

API Design: AJAX (Fetch API), Client-Server Model, HTTP request methods, JSON, REST API

Server-side Development: Express.js, Node.js, User Authentication

Deployment and Delivery: Continuous Integration, Git, Github Pages, Heroku, Unit Testing

Databases: MongoDB, Mongoose (ODM), MySQL, Sequelize (ORM)

WORK EXPERIENCE

Flatiron Health • New York City Metropolitan Area   **03/2022 - 10/2023**
Revenue Cycle Management Analyst
- Provide comprehensive data-driven business intelligence solutions to address various challenges within the Revenue Cycle, actively contributing to the enhancement of client performance and operational excellence.

- Successfully onboarded a new client encompassing three diverse oncology practice locations, contributing to the stabilization of front-end operations and a notable reduction in claims denials.
- Effectively led and supervised a 15-member offshore service delivery team, implementing quality service audits to consistently uphold high performance standards.
- Conducted routine front-end denials management, contributing to the achievement of two record-breaking cash collection months of roughly $14M per month

Ensemble Health Partners • Remote   01/2017 - 11/2021
Supervisor, Pre-Access
- Managed a client comprising four partnering hospitals, effectively coordinating communication with patients, physicians, and various hospital departments to ensure the delivery of high-quality care.
- Successfully executed initiatives to enhance front-end denials management, ultimately reducing the overall denials rate by 3% and boosting annual cash collections by approximately $1M.
- Implemented rigorous tracking of key performance indicators (KPIs) and developed action plans when necessary to achieve performance targets.
- Assembled and led a team of 20 employees, conducting both daily and monthly team meetings to effectively disseminate departmental updates and clearly outline performance expectations.

Sr. Insurance Authorization Specialist, Pre-Access
- Collaborated with leadership to oversee the daily operations of the Pre-Access department.
- Provided comprehensive training and mentoring to team members and new recruits across all aspects of pre-service operations, encompassing patient data collection, pre-registration, insurance verification, and authorization processes.
- Collected and organized educational payer resources for team meetings, ensuring preparedness and efficiency.

Insurance Authorization Specialist, Patient Access
- Conducted insurance verification for daily inpatient admissions across four affiliated hospitals.
- Initiated and submitted Notice of Admission (NOAs) to patient insurance providers, ensuring precise payer reimbursement.
- Documented and assessed insurance benefits and eligibility to ascertain patient liabilities accurately.
- Proactively identified and communicated payer-related concerns to leadership, facilitating swift resolution.

EDUCATION

Certification in Full Stack Web Development
Rutgers University–New Brunswick   **01/2024**

Bachelor of Science in Health Administration
Rutgers University–New Brunswick

High School Diploma
Passaic High School

CERTIFICATIONS

HFMA's Certified Revenue Cycle Representative (CRCR)
Healthcare Financial Management Association (HFMA)