

# Karina Garcia

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Experienced Revenue Cycle Management Analyst with a strong track record in optimizing financial performance and operational efficiency for healthcare organizations. Skilled in identifying revenue opportunities and implementing cost-saving measures through data analytics and problem-solving. Currently transitioning to a role as a Full Stack Web Developer after completing a rigorous coding bootcamp, eager to leverage my diverse background in healthcare administration and coding skills to contribute to dynamic team environments.

## PROJECTS

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### 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

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**Browser Based Technologies:** Bootstrap, CSS, HTML, IndexedDB, JavaScript, jQuery, Local Storage, React.js, Session Storage

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

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

**Deployment and Delivery:** Continuous Integration, Git, Github Pages, Heroku, Linting, Shell Scripting, Unit Testing

**Databases:** MongoDB, MySQL

## WORK EXPERIENCE

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### **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

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### **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

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### **HFMA's Certified Revenue Cycle Representative (CRCR)**

