MANAGER OF TECHNOLOGY EFFICIENCY/PRODUCT OWNER

Professional Summary

Information technology-focused efficiency manager, skilled at data analytics and project management for revenue cycle and patient financial services. Reliable multi-tasker with more than 15 years experience in the health insurance field.

Skill Highlights

- AR and staff management
- Inventory and resource management
- Financial analysis
- Data analytics and software efficiency analysis
- High level and targeted project management
- Strong communication skills
- Expert in all Microsoft Office products
- Deadline-driven

Professional Experience

Manager of Technology Efficiency/Product Owner 10/2014 to Current Truteam Hampton , VA

- Create reporting and analyze data concerning efficiency in collections technologies, contributing new ideas and processes to provide constant and consistent improvement.
- Monitor and maintain use of all automation tools to ensure all work is driven to the correct people at the correct time and continually measure the efficiency of these tools.
- Communicate effectively with clients, CFO's and department heads in various hospitals to ensure data flow is streamlined and effective both to and from the facility.
- Supervise collection staff: including monitor time and attendance, organize and present weekly team meetings, communicate and monitor company policies and procedures, address staffing issues, and report timely to upper management and clients on all AR issues, problems and opportunities.
- Create and maintain collections platform work list rules and Smartlists for all CBO clients.
- Develop, validate and maintain efficiency, financial and operation reporting through business intelligence software.
- Manage various targeted projects, including: denial validations, NCOF returns, and client specific self-pay analytics.
- Create and maintain network of contacts with client to quickly identify and resolve issues and communicate results.
- Re-create and maintain account status codes for collections database and created the Policy & Procedures used by the staff to increase detailed reporting capabilities and denial analytic processing.
- Present software demonstrations to various audiences both internal and external.
- Conduct analysis of Gaffey products utilized by external clients and communicate recommendations for improved efficiency and potential streamlining of workflows.

Supervisor// Associate III 03/2013 to 10/2014 Cvs Health Mobile , AL

- Expert level production and evaluation of billing, collections, cash posting/refunds, customer service, denial analysis, and reporting.
- Issue resolution for managed care and government payers, including: electronic billing issues, contract development and clarification, and expected payment review and implementation.
- Project management for new and upgraded software implementation including: development, cost reporting, training and support.
- Maintained task driven lean processes with daily and weekly huddles to ensure focus and timeliness of delivery.
- Managed multiple projects, generally 5-10 while completing general daily and weekly tasks.
- Developed and implemented new hire and continuing education for all aspects of patient financial services.
- Reviewed account statements with accounts receivable manager on a monthly basis and created plan of action for resolving all variances.

AR Specialist 07/2012 to 03/2013 Shumacher Group Medical Billing City , STATE

- Managed accounts receivable inventory for multiple medical facilities in several states, including initial startup research, analysis and regulation reporting Implemented new managed care and government payer contracts in various states with review of federal, state and local regulations.
- Used data analysis and critical thinking skills to resolve personnel, system and workflow issues Developed new workflow tools utilized by teams to increase revenue and decrease errors Recruited, trained and provided leadership to the account receivable staff of the organization Performed responsibilities of developing and maintaining data management systems and spreadsheets.

Medical Claims Analyst 07/2011 to 07/2012 University Of Texas Southwestern Medical Center City , STATE

- Reviewed and resolved insurance claims for Medicaid and managed care.
- Identified inconsistencies and billing issues and developed resolutions.
- Functioned as a liaison between clinical departments, insurance carriers and patients.

Claims and Customer Service Coordinator/Interim Training Manager 06/1998 to 07/2007 Blue Cross Blue Shield Of Texas - HCSC City , STATE

- Supervised and reported production, quality and customer satisfaction analysis to upper level management for training staff.
- Resolved manager level inquiries and resolved claims and customer service processing issues while developing new procedures to prevent and eliminate problems.
- Developed and presented enrollment presentations for clients at numerous facilities across the state and served on committees to ensure the satisfaction of the client and their employees.

- Lead a team of coordinators to implement web based training and education library for claims examiners and customer service representatives.
- Served on several committees to ensure customer satisfaction, employee improvement and continuing education.

Education and Training
Masters 2011 University of Texas Termini Research Grant Recipient
Bachelor of Arts Degree 2009 University of Texas City Honors Graduate - Summa Cum Laude University Scholar Phi Kappa Phi Honor Society Member
Associates of Arts Degree 2007 Cisco Junior College
Microsoft Office Products Medical Terminology Website Design Six Sigma Yellow Belt 2
Skills
accounts receivable, AR, automation tools, billing, business intelligence software, interpersonal, communication skills, contracts, critical thinking, client, clients, customer satisfaction, customer service, data analysis, data management, database, delivery, financial, financial analysis, financial and operation, focus, government, insurance, inventory management, inventory, leadership, Medical Terminology, meetings, Microsoft Office, Microsoft Office Products, network, personnel, policies, presentations, problem solving, processes, program development, Project management, quality, reporting, Research, Six Sigma, spreadsheets, staffing, training design, troubleshooting, Website Design, workflow, written