**RESUME OF EDUCATION & EXPERIENCE**

**LELIA MACKIN**

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**EDUCATION**

Masters Degree: Healthcare Administration

Central Michigan University, Mt. Pleasant, Michigan

May 1982

Bachelor’s Degree Health Services (BHS)

Florida Atlantic University, Boca Raton, Florida

June 1980

**EMPLOYMENT EXPERIENCE**

1. **May 2016 & October 2016 HC Tech (PRN Contracts)**

* **Consultant – Lake Charles Memorial Hospital, Lake Charles, LA**
  + Provided *Paragon Resource Therapy Scheduling*module Training.
  + Reviewed implementation of *Paragon Referrals and Authorization* Module.
  + Assessed *Resource Scheduling* Build for Outpatient Therapy Services (PT, OT, ST, NPY)
  + Reviewed Registration processes for Outpatient Therapy (stand-alone) Department.

1. **August 1995-February 2016 McKesson Corporation, Charlotte, NC**

**Implementation Consultant** **April 2007 – February 2016**

Paragon©Product Team – Enterprise Information Solutions (EIS); **90%-100% travel**

* Install and provide training and workflow consultingto McKesson customers for the following Paragon Products; for which certification was received in 2015
  + Paragon Resource Scheduling
  + Paragon Registration
  + Paragon Order Entry
  + Paragon Operating Room Management
  + Paragon Medical Records
  + McKesson Compliance Advisor (MCA-formally PCA) Integrations
* College Hire Program Mentor
* Team Leader, Scheduling Application Consultants
* Subject Matter Expert (SME): Scheduling, Registration, and Compliance Applications

1. **Project Manager** **August 2002 – April 2007**

McKesson Compliance Advisor Team – Revenue Cycle Solutions; **90% travel**

* Install the McKesson Compliance Advisor© (MCA) product at hospitals and clinics nationwide.
* Conduct Training Sessions on the MCA applications and the set-up and use of integrations to McKesson Business Partners.
* Project Management for MCA Implementations, averaging approximately 20 projects simultaneously.

1. **Clinical Consultant** **April 2000 – August 2002**

Payor Solutions Group, Malvern, PA; **80% travel**

* Served as a Clinical Consultant for McKesson’s Insurance Carrier customers.
* Served as a Trainer and a Project Manager for our CodeReview® suite of products.

1. **Technical Project Manager**  **March 1998 – April 2000**

Interface Manager Team, Phoenix, AZ; **80% travel**

* Project Manager for Application Interface Implementations between McKessonHBOC© products and outside vendors.
* Wrote Sales proposals for Interface Designs.
* Met with McKessonHBOC customers to:
  + Conduct workflow studies
  + Prepare interface specifications (HL7)
  + Create testing plans
  + Develop project timelines

1. **Account Manager** **August 1995 – March 1998**

CyCare Systems/HBOC, Dallas, TX; **90% Travel**

* Managed multiple CyCare Systems and McKessonHBOC customer accounts in Texas, Oklahoma, Arkansas, and Colorado.
* Served as the client advocate and promoted HBOC products and services
* Served as the Project Manager for product conversions and software upgrades

**July 1986 – August 1995 Mayo Clinic Jacksonville, FL**

1. **Manager, Managed Care Services March 1994 – July 1995**

* Manager of four units of the Patient Accounts Department: Managed Care Services, International Medicine, Registration/Dismissal, and Hospital Pre-Admission and Pre-Certification.
* Coordinated the operations of 15 Managed Care Contracts
* Manager of 3 Supervisors and 40 employees (overall).

1. **Business Office Manager July 1986 – March 1994**

* Managed Business Office; 20 employees
* Member of the *Mayo Clinic Jacksonville* start up Team; opened in October 1986
* Implemented billing and revenue tracking systems for forty medical specialties
* Coordinated training programs on coding, documentation, and software programs for Patient Accounts personnel
* Mayo Clinic Committee Memberships included: Revenue Cycle Committee, St. Luke’s Hospital Utilization Committee, Mayo Clinic Patient Coordination Group

**March 1984 – July 1986 Paul H. Dillahunt II, MD, Cardiologist**

**Jacksonville, FL**

1. **Insurance Coordinator and Medical Transcriber:**

* Medical Transcription
* Insurance Processing
* Medical Assistant
* Coordinated contracts for twelve HMO’s and PPO’s.

**Special Skills**:

* Extensive training and knowledge of Medicare, Champus, HMO/PPO and other 3rd party payor guidelines.
* Medical Terminology
* Hospital and Clinic Workflow Expert
* CPT4, ICD9 Coding Certification, December 2005
* ICD10 Coding training, September 2015
* Medical Transcription
* Application Software:
  1. Microsoft® Word, Excel, PowerPoint, and Outlook
  2. McKesson Product Knowledge - Other
     + Claims Administrator (EC200)
     + STAR Registration and Orders
     + Series Registration and Order Entry
     + Horizon PHS

**Personal**:

DOB: November 19, 1958

Marital Status Single

**References Available**