

Patricia Michelle Toto

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Skills

Budgets, Advertising, Marketing, Home health, Strategic planning, Medicare, Medicaid, Public Health, healthcare insurance, healthcare management, event planning, MS office (Excel, Powerpoint, Outlook, Spreadsheets, SAP), Merchant Services (credit card machines), customer service, Leadership, Public speaking, account management, managerial accounting, A/P and A/R, Invoicing (Manual and Portal), Business development, Kronos, Axxess, SoftDent, Operations, Bookkeeping, Team building, Business development strategy, Contract negotiating/writing/editing

Experience

Dec 2019 - PRESENT

Transitions Hospice, Huntley, IL – *Regional Hospice Coordinator*

- Provides counsel to the agency regarding needs of the community; program development including personnel needs and financials needs
- Collaboratively develop and maintain policies specific to new programs
- Demonstrates an in-depth knowledge of and ensures compliance with all local state and federal law relating to operations of the Agency
- Assists in direction of programs through collaboration with and delegation of responsibility to administrative and supervisory personnel
- Established a public relations program for interpretation of Agency's services and to foster good working relationships with physicians and community agencies

September 2019-November 2019

Baxter Healthcare, Round Lakes, IL – *Production Associate*

- Run Galaxy Machine
- In process inspections and quality checks
- Assist other employees in moving carts and operating lift equipment
- Work at machine based speed
- Maintain strict adherence to safety rules and regulations (PPE)
- Maintain area housekeeping GHP
- Adhere to cGMP and GDP
- Maintain attendance in accordance with the RLD Attendance Policy
- Proficient in MS Office(Excel, Word, Power Point, Spreadsheets, SAP)
- Complete steps to insure proper packaging and labeling of product with assistance of autmoativ packing equipment
- Clean machines and equipment
- Experience in purchasing activities to assure that all assigned production parts and materials are delivered within required delivery, quality.

October 2016-August 2019

Evergreen Home Healthcare, Glenview, IL – President

- Manage all A/P and A/R and payroll
- Prepare for regulatory auditing for Medicare licensing
- Contracting with commercial insurance and subcontracting with infusion pharmacies and hospitals
- Marketing and business development
- Manage 15 nurses and office staff and maintain relevant department budgets and monitors expense control processes
- Experience in Conduct and document procurement activities and negotiations to support
- Maintain Company D&B report
- Prepare documentation for state compliance and business licensing
- Maintain employee documentation in relation to all appropriate state guidelines and background checks with the Illinois State Police Bureau of Identification
- Process private (commercial) insurance claims for reimbursements
- Work with team members to assess organizational opportunities and maintain appropriate and complete records, while ensuring HIPAA guidelines
- Contact vendors and clients in accordance w/ collections policies and procedures
- Partner with community physicians, hospitals, etc to promote and transform healthcare culture
- Work with all outside vendors negotiating services and contracts
- Write edit and rewrite contracts and subcontracts with infusion pharmacies for referral process and all vendors
- Generate aging reports through Quickbooks
- Generate manual and portal invoicing to vendors and clients monthly
- Generated brand new revenue stream in excess of \$400K (B2B)
- Member of the Glenview and Northbrook Chamber of Commerce
- Member of the Illinois Continuity of Care Association
- Proficient in MS Office(Excel, Word, Power Point, Spreadsheets, SAP)
- In House bookkeeping

November 2007-October 2016

Toto Dental Associates, Palatine, IL – Practice Director

- Supervised the work of the scheduling coordinator-seeing that scheduling is done properly, recare is maintained and that all patient contacts are kept up.
- Arranged and coordinated with outside companies to handle collections, patient financing and any related matters
- Manage all A/P and A/R
- In house bookkeeping
- Monitor and update all patient files for inconsistencies
- Controlled the expense of inventory and contacting repair personnel
- Analyzed practice vital signs monthly and implementing policies to improve the financial health of the practice.
- Tracked performance on a monthly, quarterly and annual basis to show trends, to recognize successful performance by staff members and to uncover problem areas in the practice before they become serious.
- Handled all payroll, payroll problems and payroll items such as employee documentation, federal regulations and workman's compensation.
- See that government reports, payroll taxes and related matters are processed correctly.
- Maintain all dental supplies and procurement.
- Handle all insurance claims, EOBs and maintain all accounts receivables.

- Maintain current certification in cardio-pulmonary resuscitation as to be prepared for a possible emergency.
- Handle all purging calls. (Contacting patients who have not yet completed dental work that they have been diagnosed as needing)
- Supervise and maintain all related office matters business and/or dental whatever they may be
- Proficient in MS Office(Excel, Word, Power Point, Spreadsheets, SAP)
- Maintain merchant credit card machine-process all credit payments

Education

Rosalind Franklin University of Medicine and Science - Master of Science Health Administration GPA-3.6
Certification in Public Health
Upsilon Phi Delta National Honor Society

Columbia College Chicago
Bachelor of Arts
Major: Marketing Communications Minor: Management
Dean's List 4.0