# Paul Searcy

Experienced management professional with 10+ years of customer/patient service experience with the proven ability to be a strong and effective team player while using my professional skills and experience to help advance the mission, goals, and vision of the company that employs me**.**

**Summary of Qualifications:**

Workforce Management IDX/Cisco/Aspect/IEX/TCS

Business Development/Contract Negotiations

Call Center Operations and Workforce Management

Strategic Planning/ Problem Solving and Analysis

Team Building/Coaching

Claims Analysis

CPC (Certified Professional Coder)

Customer Service Management

Member of American Health Information Management Association (AHIMA)

Member of the American Society of Quality

Patient Access Management/Physician Scheduling

Project Management/Multi-Tasking

Quality Assurance

Staff Development/Recruiting/Training

Budget Preparation/Cash Management/Accounts Receivable.

**Selected Accomplishments:**

* At Aunt Martha’s (Patient Centered Medical Home) recruit, select, provide, leadership, coach, guide, motivate, and develop 20 - 25 patient access contact center and scheduling of staff (including 2 team leads/supervisors) in providing excellent patient service in scheduling, pre-registration, pre-certification, insurance verification, benefits eligibility functions, Provider Relations, provider scheduling and relations. Oversee scheduling department and including the recall process. Organize, plan and create provider scheduling templates in NextGen EPM application, also trained in NextGen HER. Responsibilities included third party Nurse Triage services to Aunt Martha’s customers and patients. Original member of a Senior Leadership designated team to research, plan and implement open-access scheduling for all Aunt Martha’s clinics. Responsibility of overseeing all provider scheduling and patient scheduling processing functions including the recall processes and medication refill requests for 17 Aunt Martha’s clinics. Managed operations as well as Cisco workforce management systems and functions. Assure that the call center and call center staff meet and exceed the required service level agreement and all key performance indicators consistently.
* At First Source LLC, and Jackson Park Hospital; managed eligibility and charity programs and function for the hospital and the hospital clinic. Qualified uninsured patients for Medicaid, Medicare as well as the hospital charity program. Managed, staffed and coordinated the Jackson Park Hospital Family Medicine Center’s physicians front reception desk functions relating to physician practice reception as well as emergency department registrations admissions and screening for eligibility, patient access, appointment scheduling processes while effectively managing patient flow and monitoring patient experience/satisfaction before after the appointment. Also managed staff and physician schedules supervised coding functions for clinic CPT, ICD9, HCPCs.
* Re-evaluated and revised reception and insurance verification procedures and implemented a more time effective process to alleviate patient waiting to increase practice and clinic income. Coordinated and supervised Home Care Services referral activities and revised referral forms. Assisted in attaining financial goals by anticipating needs and presenting information for budget preparation. Reported key metrics to senior-level management.
* Created new policies and procedural documents to bring the clinic front desk operation into alignment with current best practices for a reduction in registration and records errors by approximately 70% coupled with and an increase of patient satisfaction of approximately 20%. Included in the revised manual is a revised summary regarding specifics of all payment plans including managed care, Medicare, HMO, PPO, and Medicaid/Medicare. Extensive knowledge of Medicaid, Medicare plans and Third Party reimbursement.
* Performed HIPAA and FERPA compliance monitoring and produced complete HIPAA and FERPA training manuals. Developed and implemented Managed Care Advanced Benefit Notification for the registration department.
* Responsible for boosting employee morale through the fostering of an environment that promotes teamwork helping to reduce voluntary staff turnover by 80%.
* Strategically stayed abreast of changes in requirements and regulations regarding pre-certification, documentation and all other requirements for participation with insurance plans.  Monitor, investigate and resolve operational problems requiring management intervention such as patient complaints, staff effectiveness, and physician requests.
* Established and implemented processes to respond to, as well as track patient complaints and inquiries. Improved response time from 72 hours to 24 hours.
* Collaborated with Quality Assurance/Training staff to assess quality of registrations/admissions and coordinate necessary training and coaching. Research, suggest, coordinate then implement process improvements with senior leadership approval and in accordance with industry best practices.
* At Evanston Northwestern Healthcare: selected, hired, provided leadership, coached, guided, motivated, and developed 35-45 patient access staff (including 3 team leads/supervisors) in providing excellent patient service in scheduling, pre-registration, admissions, pre-certification, insurance verification, benefits eligibility functions, Home Health referral activity, Physician Referral, Concierge, Nurse Triage services to ENH customers and patients.
* Strategically stayed abreast of changes in requirements and regulations regarding pre-certification, documentation and all other requirements for participation with insurance plans.  Monitor, investigate and resolve operational problems requiring management intervention such as patient complaints, staff effectiveness, and physician requests. Supervised staff in the Emergency Department registration and admissions on a rotating shift.
* Established and implemented processes to respond to, as well as track patient complaints and inquiries. Improved response time from 72 hours to 24 hours.
* Member of Evanston Northwestern Healthcare Customer Loyalty Committee for the Improvement of the Patient Experience. Team project leader to improve patient education and recommend policies and procedures to ensure a fast efficient and an always courteous and recommendable patient experience.
* Became proficient in the use of Epic Cadence and Resolute, Medipac/Nebo Registration System and IDX Billing System, **Siemens HiPath 1120 PABX Telephone Switchboard System.**
* Skilled in working with Emdeon Compass Revenue Cycle Solutions services.
* Understands and ensures compliance with the National Quality Forum Patient Safety Practices as well as patient safety practices that may be mandated by any regulatory agency.
* Planned and implemented a process to maintain accurate call center staff scheduling through workforce management methods meeting budget guidelines. Involved with strategic planning and the selection(s) and implementation (s) of state of the art call management system using Avaya CMS, Aspect eWFM, Witness applications, Qfinity/Etalk. IEX Totalview, TCS, eWFM workforce and resource management applications. Several years’ workforce management experience with scheduling for a 24/7/365 operation.
* Took the initiative to identify opportunities for improvements in resource utilization, productivity and performance. I directed and implemented a restructured and improved process for the tracking and distribution of offline customer correspondence resulting in a 30% improvement in representative productivity.

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**PROFESSIONAL EXPERIENCE: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Scheduling and Contact Center Manager***

***Aunt Martha’s Youth Service Center, Olympia*** Fields, Illinois 60461 ***2012 to 2013***

***Eligibility/Patient Access Supervisor 2009 to 2011***

First Source Solutions, LLC, Chicago, Illinois 60631

**P*atient Access Call Center Operations Manager              2006 to 2007***

Evanston Northwestern Healthcare, Skokie, Illinois

**Owner/Managing Partner of Business Development** **2006 to 2012**

Life Nouveau Medical Billing, LLC, Matteson, Il 60443

***Supervisor/WFM Call Center Site Coordinator              2004 to 2006***

Exelon Corporation, Energy Delivery, Chicago**,** Illinois

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**EDUCATION**

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**Columbia College, Chicago, Illinois**

Arts Business Management          1978

**Prairie State College, Chicago Heights, Illinois** 2002-2007

Non-degree course work includes:

Essentials of Project Management,

Six Sigma: Total Quality Fundamentals

Intermediate & Advanced Medical Terminology

Pharmacy Technician Certification

CPT-4 and IDCM9 Coding

Health Information Technology

Insurance Billing Procedures

Extensive knowledge of internet. Proficient in Microsoft office applications, e.g. MS Word, Power Point, Excel, Publisher. MS Project. Some usage of MS Visio.

**AAPC**

Certification Professional Coder ICD9, CPT and HCPCS 2014