

# AMY S. FICK

B E H A V I O R A L   H E A L T H   L E A D E R



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Dynamic behavioral health leader adept at optimizing results and advancing behavioral health awareness. Champions behavioral by collaborating and building relationships with key stakeholders. Advances awareness of key metrics driving the behavioral health field. Tech savvy with in-depth knowledge of full revenue cycle and healthcare business operations. 10 + years of experience in the behavioral field with a strong network in Franklin County and across the state.

## STRENGTHS

- Organizational Leadership
- Strategic Plan Development
- Community Networking
- Business Development
- Revenue Cycle Management
- Behavioral Health Billing
- Relationship Building
- Strategic Plan Management
- Project Management
- Business Analysis
- Value Based Care
- Data Analysis

## EXPERIENCE

### MANAGER, BEHAVIORAL HEALTH OHIO MARKET

**CARESOURCE**, Columbus, Ohio | 2021 – present

- Created and operationalized strategic plan for Ohio BH Team
- Attended local, state, or national conferences to maintain current knowledge of BH best practices, service delivery methods, and state initiatives
- Represented Caresource in external meetings regarding BH management with state regulators, provider groups, community service agencies, advocacy groups, or other stakeholders
- Fostered relationships with hospitals, physicians, community agencies, trade associations, and key vendors
- Supported the market in achieving NCQA accreditation
- Collaborated with key stakeholders and management of the various programs across the market
- Mentored, guided, and developed skills of immediate staff members

### TEAM LEAD, BEHAVIORAL HEALTH OHIO MARKET

**CARESOURCE**, Columbus, Ohio | 2020 – 2021

- Developed tracking and reporting mechanisms to identify and address trends
- Designed a proactive approach to addressing operations issues
- Conceptualized and executed a tiered escalation process for provider operations issues
- Mentored, guided, and developed skills of immediate staff members
- Created a process and schedule for reviewing provider utilization data

### DIRECTOR, BILLING/REVENUE CYCLE

**MARYHAVEN, INC.**, Columbus, Ohio | 2018 –2020

- Managed a \$40 million annual revenue cycle supporting 500 employees and seven offices located throughout Ohio.
- From July 2018 to September 2018, increased claims billed dollars tenfold from \$400,000 in June to \$4 million in September
- Oversaw a unique payer profile with multiple funding streams (Medicaid, Medicare, Commercial Insurance, local county boards, courts as well as funding from various agencies throughout Ohio).
- Mentored, guided, and developed skills of immediate staff members

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BEHAVIORAL HEALTH LEADER

EXPERIENCE - CONTINUED -

## BUSINESS SYSTEMS ANALYST

**FRANKLIN COUNTY ALCOHOL DRUG AND MENTAL HEALTH BOARD**, Columbus, Ohio | 2016 – 2018

- Performed configuration, maintenance and troubleshooting of the proprietary claims processing system.
- Created processes, procedures, and training materials for internal and external partners
- Fostered relationships with senior leadership of ADAMH, community behavioral health providers, trade associations, and key vendors
- Implemented quarterly provider meeting with provider agencies, trade organizations, and key vendors
- Utilized data to identify trends and proactively address emerging issues

## BUSINESS SERVICES ANALYST

**FRANKLIN COUNTY DATA CENTER**, Columbus, OH | 2016

- Created strategic plan
- Create monthly management reports for Data Center clients
- Meet with key stakeholders of all agencies within Franklin County government to ensure targets were met and maintained
- Developed and implemented performance metrics for service quality

## EXECUTIVE ASSISTANT TO THE CFO

**FRANKLIN COUNTY ALCOHOL DRUG AND MENTAL HEALTH BOARD**, Columbus, Ohio | 2012 – 2016

- Performed project management, configuration and testing for implementation of online payroll management system
- Created custom workflows in Microsoft SharePoint Designer
- Responsible for creating and monitoring compliance to policies and procedures for the fiscal and business operations team
- Managed all vendor relationships for the organization
- Developed, managed, and executed all contracts
- Oversaw facilities management for organization
- Worked intimately with ADAMH Senior Staff as well as Senior leadership and C level executives for 33 behavioral health providers.

## EDUCATION & CREDENTIALS

- **MASTER OF BUSINESS ADMINISTRATION, Healthcare Administration**, Ohio Dominican University, Columbus, Ohio – 2023
- **BACHELOR OF SCIENCE, Business Administration**, Ohio Dominican University, Columbus, Ohio – 2014
- Chemical Dependency Counselor Assistant