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TRANSFORMATIONAL FINANCE AND OPERATIONS HEALTHCARE TURNAROUND LEADER

"I have seen her take an operation that was perceived as an organizational weakness & turn it into a core competency & a market differentiator."

- John Smith
Former Direct Report, now
CEO at MD/Rx Health

- Accelerated overall collections \$12M, shrank outstanding receivables \$3M annually, bolstered patient collections 22%, and curtailed bad debt write offs \$2M annually.
- Drove down eligibility, medical necessity, and prior authorizations denials 15% and slashed 12K man-hours in 6 months while achieving a 0% error rate.
- Increased profitability 200%, catapulting business unit from break-even to highest profit margin service and grew business unit 20% during a time when other healthcare vendors were seeing a decline.
- Doctor of Business Administration in Business Management.

LEADERSHIP AREAS OF EXPERTISE

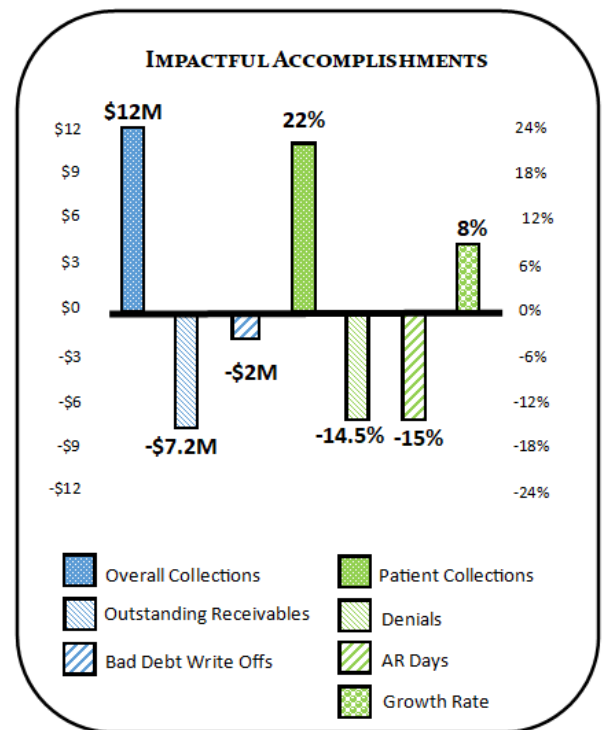
Revenue Cycle Operations | Risk Management | Mission Critical Results | Project Management | Regulatory Compliance
Start-Ups | Due Diligence | Contract Negotiation | Operations Management | Strategic Planning | P&L Management
Business Process Improvement | Cross-Functional Team Leadership | Change Management | Leadership Development

PROFESSIONAL EXPERIENCE

ABC Medical Clinic | Tampa, FL | February 2018–Present

VICE PRESIDENT, REVENUE CYCLE OPERATIONS (10 direct/160 indirect reports)

- **Slashed 12K man-hours in 6 months while achieving a 0% error rate** by implementing robotic process automation solutions in a variety of manual, error-prone, work processes.
- **Accelerated overall collections \$12M and shrank outstanding receivables \$3M annually** through implementation of KPI dashboards, revenue leakage analysis, and automation of manual workflows using robotic processes.
- **Bolstered patient collections 22% and curtailed bad debt write offs \$2M annually**—introduced technology levers, improved patient billing experience, and standardized workflows.
- **Drove down eligibility, medical necessity, and prior authorizations denials 15%**—increased clinical office collaboration, created coding audit/provider documentation improvement team, and implemented proactive pre-bill edits.
- **Trimmed AR days 14.5% from 41 to <35, representing \$4.2M decrease in outstanding receivables**, by reducing charge entry lag, cutting days to bill, streamlining follow up processes, and using technology to drive denial management processes.
- **Achieved 8% per annum growth rate without increasing overall costs** by standardizing and centralizing automated processes and implementing onshore and offshore resource strategy to facilitate scalable growth of the operations.
- **Completed provider enrollment (80 per year) and re-enrollment (450 per year)** including credentialing with all government and commercial payers and maintenance of credentialing, license renewals, and hospital privileges.



Magnetic Solutions, Inc. | Tampa, FL | May 2015–February 2018

SENIOR DIRECTOR OF OPERATIONS (120+ direct healthcare business management consultants)

- **Governed \$50M P&L with 20% annual growth targets** and oversaw contract negotiations and complex projects that drove revenue growth and improved overall division performance.
- **Delivered 200% profitability increase**, catapulting business unit from break-even to highest profit margin service line in the company, by creating a performance-based culture, leveraging technology, and improving productivity.
- **Expanded business unit 20%**, with the service lines under my leadership experiencing a significant increase in new clients and revenue growth—this was during a time when other healthcare vendors were seeing a decline.

Physician R Us | Tampa, FL | August 2014–May 2015

VICE PRESIDENT, REVENUE CYCLE OPERATIONS (3 direct/100 indirect reports)

- Built a newly formed revenue cycle team for start-up company—made up of a rapidly growing network of multispecialty physician clinics—while engineering significant improvements to cashflow and revenue cycle operations.

XYZ Health Care | St. Louis, MO | April 2013–August 2014

CORPORATE DIRECTOR – PATIENT FINANCIAL OPERATIONS (4 direct/110 indirect reports)

- **Secured \$10M in new payment sources** through innovative patient bank loan program that reduced bad debt write offs, increased collections, and reduced aged receivables.
- **Achieved \$4.2M growth in annual collections** through design and implementation of patient segmentation and vendor management strategies as well as strategic process re-engineering.
- **Cut outstanding self-pay receivables from 52% to 45%** over 90 days from discharge through streamlined workflows and technology maximization.

Good Health System | St. Louis, MO | January 2007–April 2013

DIRECTOR – REVENUE CYCLE OPERATIONS (4 direct/125 indirect reports)

- **Sparked \$18M reduction in outstanding accounts receivables** by integrating lean initiatives focused on reducing partial payments, denied claims, and rejected claims, while increasing claim validation rates.
- Led the consolidation of the Central Billing Office for 28 institutional, 10 post-acute, and 1K+ physician clinics representing 13B claims annually and \$16B in gross revenue.
- **Stimulated \$5M in annual labor and material cost savings** by optimizing paper claim submission process, cutting paper claims from 10% to <4% of total claims submitted.
- **Delivered \$3M annual net revenue increase** by eliminating 15 days from the self-pay revenue cycle through billing cycle optimization, re-structuring of patient statements, and re-engineering of website self-service functionality.

Rx Inc. | St. Louis, MO | January 2003–November 2006

VICE PRESIDENT, MAIL ORDER PHARMACY AND ELIGIBILITY OPERATIONS (300 direct reports - 200 call center members/100 pharmacy technicians)

- **Spearheaded \$6.5M system integration project**—created enrollment capability for newly-established insurance arm.
- **Realized \$3.5M annual reduction in credit requests** (from client issues) by planning, designing, and implementing innovative workflow management tools—**credit request declined by 50% while client satisfaction grew by 20%**.
- **Enhanced productivity 10% within 3 months** by implementing performance management systems, eliminating redundancies in processes, and leveraging existing technology.

EDUCATION / CERTIFICATIONS

DBA Business Management – USF
MBA General Business – UNF
BBA Marketing/Management – UNF
Six Sigma Black Belt – Level 1

HONORS / AWARDS

Top Ten RCM Leaders to Watch
– Beckers Hospital Review
Best Newcomer Award
– North American Case Review

ADJUNCT PROFESSORSHIP

University of South Florida
March 2021–Present
Jacksonville University
1998–2000