

EMMA JOHNSON

Revenue Cycle Manager

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PROFESSIONAL SUMMARY

Accomplished Revenue Cycle Manager with 7 years of experience in optimizing billing operations and enhancing revenue collection. Expertise in leading teams, streamlining processes, and driving financial performance in healthcare environments.

WORK EXPERIENCE

Associate Revenue Cycle Manager

📅 Jan / 2020-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Directed the revenue cycle operations for a healthcare facility, overseeing billing, collections, and patient account management. Ensured compliance with regulations and optimized financial performance.
2. Managed credentialing, client contracts, and billing department activities, enhancing operational efficiency.
3. Collaborated with sales and client representatives to drive client acquisition and retention strategies.
4. Oversaw collections, aging reports, and claim denial management, establishing standards for write-offs and follow-ups.
5. Analyzed process effectiveness, recommending and implementing policy changes to improve operations and team performance.
6. Streamlined billing cycle processes, reducing turnaround time by 40% through automation and improved workflows.
7. Enhanced productivity and reduced backlog by 25% within three months by developing and refining operational procedures.

Revenue Cycle Manager

📅 Jan / 2018-Jan / 2020

Cactus Creek Solutions

📍 Phoenix, AZ

1. Served as Implementation Coordinator for new accounting software, ensuring seamless integration and user training.
2. Managed billing for mental health services, ensuring timely follow-up on unpaid claims to maximize revenue.
3. Collaborated with agency liaisons to draft and negotiate contracts with Medicaid and private insurers.
4. Conducted audits of client charts to ensure compliance with billing standards and eligibility for services.
5. Maintained communication with front desk staff regarding insurance changes and client inquiries to ensure accurate billing.
6. Credentialed new hires and ensured their inclusion in payer rosters for billing purposes.
7. Verified that all billable providers maintained current Medicaid IDs and NPI numbers for compliance.

EDUCATION

Bachelor of Science in Health Administration

📅 Jan / 2016-Jan / 2018

University of Southern California

📍 Santa Monica, CA

Focused on healthcare management principles, financial management, and healthcare policy.

SKILLS

Revenue Cycle Management

Claims Management

Financial Analysis

Patient Billing

ACHIEVEMENTS

- ★ Increased revenue by 30% through process automation and improved billing practices.