

MARY JONES
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A patient financial services director with more than 20 years' experience in improving collections and cash flow, implementing and upgrading information systems, streamlining patient registration processes and leading quality initiatives for acute-care hospitals.

SIGNIFICANT ACCOMPLISHMENTS

- Reduced accounts receivable days from 95 to 55, increased cash collections by \$20 million, and eliminated a backlog of \$4 million in credit balances within a 10-month period.
- Implemented a paperless patient accounting department without the use of an optical imaging system. This was accomplished with no increase in FTEs and resulted in decreasing annual operating expenses by \$45,000.
- Coached a continuous quality improvement (CQI) team through the process of designing and implementing bedside registration for all inpatients. Eliminated wait times of up to 35 minutes and increased patient satisfaction.
- Served as co-project manager for the selection, implementation, training and go-live of a hospital-wide integrated information system for clinical and financial services.
- Played a key role in the development of a company-wide corporate compliance plan and subsequent implementation.
- Designed, implemented and conducted a three-day CQI team class that incorporated training in communications, conflict resolution, behavioral work styles and meeting management for 800 employees.
- Assisted the president of the California Rural Hospital Association with the development and presentation of educational seminars on patient financial services issues for management in rural hospitals.
- Responsible for the development and leadership of a project that resolved aged insurance accounts (\$10 million) within seven months.
- Cultivated a relationship with four major third party payers, resolving a backlog of aged unpaid and under-paid claims. Moved the hospital into the position of becoming the state leader each quarter in the submission of clean claims and payment of claims for those payers.
- Implemented a claims submission system that incorporated compliance "scrubbing" and electronic remittance. Introduced document imaging and a computerized accounts receivable management reporting system that improved access to detailed information.
- Served as project manager for a detailed review of the facility's chargemaster. Responsible for ensuring the follow-through in making the recommended changes. Developed a process for ongoing updates of regulatory changes to charge item CPT/UB revenue codes and CCI edits.

PROFESSIONAL EXPERIENCE

Community Medical Center, Los Angeles, California

2008-Present

Director of Patient Financial Services

Lead patient financial services, including billing, collections, cash posting, financial counseling and authorization for a 275-bed non-profit medical center with \$260 million in net revenue and centers of excellence in cardiology, oncology and orthopedics. Manage a staff of 40 and a \$3 million budget.

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St. Francis Hospital, Long Beach, California

2003-2008

Director of Patient Financial Services

Directed patient financial services and patient registration for a 275-bed non-profit community hospital with \$150 million in revenue. Managed 65 staff.

California Hope Hospital, Burbank, California

1998-2003

Director of Patient Financial Services

Oversaw patient financial services, including patient registration, for a 150-bed acute-care rural hospital, a 30-bed freestanding psychiatry facility and a 35-bed inpatient rehabilitation institute with combined revenues of \$65 million.

Pomona General Hospital, Pomona, California

1992-1998

Business Office Manager

Managed billing, collections, cash posting and registration for a 75-bed rural hospital with responsibility for 30 staff.

Infinity Allergy Healthcare, Los Angeles, California

1988-1992

Insurance Administrator

Provided financial management including insurance billing and collections for a five-physician specialty medical practice.

PRIOR EXPERIENCE

Began career as a radiological technologist. Recruited to a medical practice and held progressive responsibility for operations and financial management.

EDUCATION/TRAINING

Los Angeles Medical Center School of X-Ray Technology, Los Angeles, California

ARRT Certification

- Ongoing Continuing Education:
- APC Financial Implications and Modeling
- Mastering Your Chargemaster
- Confidentiality of Medical Records
- Designing and Maintaining an Effective Corporate Compliance Program for Healthcare
- Reforming the Receivables and Access Models: Strategies for Success
- How to Detect and Avoid Fraud with an Effective Compliance Program
- Understanding and Evaluating Managed Care Contracts
- Revenue Cycle Strategies
- Denial Management Strategies

PROFESSIONAL AFFILIATIONS/ACTIVITIES

- American Healthcare Financial Management Association (AHFMA)
- California Health Care Compliance Association (CHCCA)
- Board Professional Coders (BAAPC)
- California User Group, Patient Account Representative