**[Revenue Cycle Business Development](https://www.postjobfree.com/resume/adzkdk/revenue-cycle-business-nashville-tn)**

**Location:**Nashville, TN

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**Resume:**

Brittiney C. Norman-Hardison

brittiney.norman@gmail.com Nashville, TN (931) 224.8197 linkedin.com/in/bn111

SUMMARY

Highly motivated healthcare leader and educator with excellent project management, teaming skills, and the adaptability to work effectively with a wide range of stakeholders. Experienced in management, business development, marketing, recruitment, operations support, and compliance. Branded visionary utilizing effective problem-solving skills to maximize cost savings and drive innovation.

HEALTHCARE EXPERIENCE

Guidepoint Remote, 2018 - Present

Consultant

Freelance Revenue Cycle consulting for billing, coding, payer contracts, EMR/EHR and Clearinghouse

Analytical review of outsourced billing and coding

Provided business plan(s) for best practice strategies and process improvement ensuring appropriate growth

Review of interface between Hospital and Physician Services systems

RCM/BI&A with several large medical groups and health systems

Expert understanding of RCM processes both front/middle/back end

RCM-focused data warehouses; MedeAnalytics & VisiQuate

Patient collection programs & financial engagement platforms (Cedar & Simple/Flywire)

Experience standing up a data warehouse with multiple billing systems

Familiar with SQL queries, OLAP cubes, data warehouses, data modeling, visualizations

The Surgical Clinic, PLLC Nashville, TN 2017 – 2019

Director of Revenue Cycle

Director of surgical revenue cycle providing oversight of 22 employees billing for 39 physicians and 14 mid-levels

Evaluated existing employee workflow to best increase monthly revenue by 48 percent

Assessed areas for additional education to minimize claim denials and trends

Consistently increased monthly revenue by over half a million each month

Improved communication with front office allowing for continued education and clean claim submission increased monthly billed charges by 37 percent

Partner with leadership team to develope and communicate of care team strategies and operational execution

Understand and translate customer specific performance guarantees and goals into action for your team

Communicate a shared vision for your organization; and execute on that vision to drive business results and health outcomes

Serve as Grand Rounds care team representative on customer facing meetings

Lead process improvement to drive efficiency, clinical quality, and high member satisfaction

Assure that staffing is appropriate for demand and track FTE cost to budget

Partner with training and Customer Success Managers to provide feedback and/or guidance on training needs

Support staff relations

LIFEPOINT HOSPITALS Brentwood, TN 2014 – 2017

Director, Tennessee Central Billing Office

Director of Physician Services revenue cycle Central Billing Office for 116 providers across 14 specialties

Provided oversight of 21 billing staff, consisting of three coders, two payment posting, financial advisor, payer enrollment and 14 billers

Maintained AR per provider at less than 20 percent > 90 days

Provided real-time report out of charge capture, patient volume, reimbursement and denial trends with market executives, healthcare providers, and stakeholders

Manager, Revenue Cycle Applications 2013 - 2014

Manager for eClinical Works and Athena Revenue Cycle functions for over 200 billers across 52 markets ranging from Rural Health Clinics (RHC) to multispecialty practices.

Facilitated design and setup of monthly billing system and process update calls for 200+ billers

across 52 markets

Direct supervisor for 9 FTE billing staff for Tennessee and Alabama markets with gross AR ranging from 200 to 1.2 M

Conducted initial market AR audits identifying deficiencies between front and back-office loop

Implemented Revenue Cycle best practice standardization in each physician practice and billing

office

Spearheaded Central Billing Office setup to house thirty billers assisting with deficient A from across multiple markets

Researched, trained and implemented RHC billing components

Structured and implemented biller training of eClinical Works (eCW) in both a classroom and remote setting

HOSPITAL CORPORATION OF AMERICA (HCA) Brentwood, TN 2010 - 2013

Implementation and Training Consultant

Project Lead consulting over 35 physician practices ranging from start-ups, new acquisitions, migrations, and/or Hospital Based Practices (HBP) providing training, completion of build items, and onsite support. Working directly with market management, Division VP, and practice management implementing Physician Practice Management Systems (PPMS) and staff training of revenue cycle processes closing the loop between the front and back-office operations.

Structured and implemented student training of eClinical Works (eCW) in both a classroom and remote setting for internal and external clients

Created and uploaded practice encounter forms, fee schedules, working hours and resource availability and visit types

Advised practice management and staff on best practices in compliance with CMS and HIPAA guidelines

Organized and facilitated migration of patient data from practice legacy systems, CORE, Mysis, and NextGen, into eCW

Instructed charge entry staff on how to key claims within eCW in compliance with CMS regulations

Liaison for clients in driving proprietary software product changes

Assessed front and back-office practice workflow, documents and procedures for implementation and customized training

Assisted in creating system end user documentation and maintaining strong interactions with end users to review and revise materials

Monitored individual practice response time matrices for continued efficient productivity

Utilized Meditech to research patient demographics, physician orders, and discharge orders

Demonstrated Dashboard and adhoc reporting to meet month end closing

NATIONAL MULTIPLE SCLEROSIS SOCIETY Evansville, IN 2009 – 2010

Community Development Manager

Managed 29 counties; 1,448 Multiple Sclerosis (MS) clients, and approximately 4,300 volunteers in Southwest Indiana and Northwest Kentucky across rural areas raising awareness of services and resources offered. Designed, planned, and implemented client and physician education programs, two MS walks and a MS Luncheon. Cultivated and maintained relationships with affiliated Neurologists, Ophthalmologists, Durable Medical Supply, and Self-Help Groups. Provided clients with food bank, career, financial, and daily resources to aid quality of life in addition to providing social outlets to clients with reduced means.

Utilized Crystal Reporting to track event participation and fundraising goals which aid in the

improvement of educational programs and financial aid dollars made available to clients

Developed event, programs, and client need based estimate budgets for board approval

Promoted Walk MS through PSA’s, web design, radio, and news broadcast

Recruited healthcare professionals to further assist clients with education and tool on living with

MS

RELATED EXPERIENCE

DAYMAR COLLEGE Nashville, TN 2019 – 2020

Adjunct Professor

Taught courses for the Healthcare Administration, billing and coding, curriculum along with general education courses for pharmacology and medical assistant track

Expert understanding of RCM processes both front/middle/back end

RCM-focused data warehouses such as VisiQuate

Patient collection programs & financial engagement platforms (Flywire)

Educated Epic EMP builds and processes

SELECTED PROJECTS

Project Lead conducting startup of a 30-physician practice, 72 end users in conjunction with a

Central Billing Office staffing 8-10 billing staff and two upper management Financial Analyst and Account Manager providing revenue cycle oversight

Facilitated, developed and implemented pilot of inbound and outbound referral tracking between

Northbound Train and eClinical Works for HCA Beta sites

Revised the Implementation Department OnBoarding document for newly hired employees

Spearheaded the Implementation Department Optimization Project

Conducted student training and Q/A of Information Exchange Tool in preparation for

RelayHealth

Investigated and analyzed physician salaries over the next six years in regard to Medicare and Medicaid cuts

Researched an Evansville pain management physician and constructed a marketing plan to further his practice

EDUCATION

M.S. in Health Service Administration

UNIVERSITY OF EVANSVILLE, Evansville, IN

M.S. Health Service

HARLAXTON COLLEGE, GRANTHOM ENGLAND

B.S. in Health Science

UNIVERSITY OF EVANSVILLE, Evansville, IN

CONTINUING EDUCATION

Studied abroad to analyze the English, Hungarian, and Slovakian healthcare system in comparison to the United States

YOUNG LEADERS’ COUNCIL January 2012 – April 2012

oBoard of Directors leadership training

AFFILIATIONS

JUNIOR LEAGUE OF NASHVILLE – Member 2008 – Present

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES – Member 2012 – Present

NOTARY REPUBLIC – Member 2018 – Present

VANDERBILT ADVISORY BOARD 2021 – Present

PROJECT MANAGEMENT INSTITUTE – Member 2012 – Present

HOPE CLINIC FOR WOMEN – Board Member 2012 – 2014

BIG BROTHER BIG SISTERS – Volunteer 2009 – 2014

HABITAT FOR HUMANITY – Volunteer 2000 – 2010

NATIONAL MS SOCIETY – Volunteer Committee Chair 2007 –2009

oOrganize and implement an extensive plan to recruit and utilize 58 volunteers for the annual River Valley

Multiple Sclerosis walk sponsored by the National MS Society IN chapter