

# Jeffrey D. Wurch

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## QUALIFICATIONS

- Patient access management experience in hospital and ambulatory clinics.
- Experience and training in process improvement using LEAN healthcare methodologies.
- Experience scheduling, budgeting, reporting and human resource management.
- Experience with compliance, site safety and JACHO standards
- Experience in project management and policy development.
- Experience in medical billing, specifically, denials management and prior authorizations.
- Management experience in a union environment.
- Excellent communication skills, both verbal and written.

## EDUCATION

**Spring Arbor University, Spring Arbor, Michigan**  
Master of Business Administration (MBA)

**Lourdes University, Sylvania, Ohio**  
Bachelor of Arts in Business – Cum Laude  
Double Major: Healthcare Management and Marketing

## WORK EXPERIENCE

**University of Toledo Medical Center (UTMC), Toledo, Ohio**

01/2020 – Present

Position: Patient Access Manager

Duties:

- Manage UTMC In and Out-patient prior authorization department
- Manage UTMC ER registration department
- Work facility wide with clinics, physicians and staff to ensure seamless admissions.
- Analyze and report on authorization denials to ensure accurate billing and reimbursement.
- Monitor and evaluate current processes for greater efficiencies.
- Develop supervisory staff to ensure greatest productivity and results from frontline staff.
- Work directly with leadership/senior leadership to ensure departments are performing to the standard required/expected.

## **ProMedica Health System - Home Medical Equipment, Toledo, Ohio**

10/2007 – 12/2019

Position: Supervisor

Duties:

- Manage multiple outpatient clinical facilities and staff.
- Analyze and assess changes in insurance coverage's and reimbursement rates.
- Monitor costs and update fee schedules as necessary.
- Inventory management and control.
- Monitor and maintain site safety and compliance standards, both clinical and facility.
- Implemented, developed and currently manage power mobility device department.
- Maintain and manage corporate consignment accounts.
- Sales and fitting of all orthopedic bracing and vascular compression therapy garments.

## **APS Medical Billing – Toledo, Ohio**

02/2006 – 10/2007

Position: Customer Service Supervisor

Duties:

- Managed incoming customer service call center.
- Created and implemented organizations customer service initiatives.
- Set goals, made necessary changes, and developed new processes/procedures.
- Created marketing and communication materials.
- Worked collaboratively with other departments.
- Introduced and fostered a team based department to achieve goals.
- Responsible for training and maintenance of all staff and procedures within department.
- Handled all human resources needs.
- Analyzed all department statistics in order to maintain the required level of productivity and efficiency.

**References Available Upon Request**