

MICHELLE ENGER, MBA

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PROFILE

Dynamic healthcare executive with proven abilities in strategic planning, improving operational efficiencies, team building, increasing revenue and decreasing aging accounts receivable. Successful in identifying operational strengths and weaknesses to streamline processes that optimize productivity, increase quality and improve the bottom line. Demonstrated ability to motivate staff to maximize productivity, control costs and optimize resources. Excellent communicator, with emphasis on building strong client relationships.

QUALIFICATION HIGHLIGHTS

- Expert Knowledge of Medicare's Home Health PPS Reimbursement
- Home Health Strategic Planning for Growth
- Decreasing Aging A/R and DRO
- Process Improvement Techniques
- Team Mentoring, Building and Leadership
- Project Management

PROFESSIONAL EXPERIENCE

Optimal Reimbursement Strategies LLC-Clearwater, FL
CEO/Owner

2006-present

Created and operate a successful home health reimbursement consulting company that specializes in all aspects of reimbursement for Medicare certified home health agencies.

- Created company after observing the need for home health agencies for revenue recovery projects, billing department evaluation, and training for Medicare PPS reimbursement.
- Developed business plan, marketing tools and budgets.
- Developed training and teambuilding tools for contracted companies for billing department personnel.
- Utilized education and training with TQM (Total Quality Management) and Process Improvement to develop standardized program for Home Care agencies to identify issues and resolve them between billing department and clinical operations.
- Expert level knowledge of Medicare PPS reimbursement and continuing education on changes occurring in industry and upcoming reimbursement changes such as; ICD-10 codes and P4P.

Senior Home Care, Inc. – Clearwater, Florida
Director of Reimbursement (2002-2006)

1998-2006

Responsible for timely reimbursement for a \$70 million home health agency. Set departmental objectives; oversaw daily operations of Billing Department processes to ensure reimbursement was optimized. Monitored developments in the ever-changing healthcare environment to expedite payments.

- Identified and implemented best practices with the integration of a newly acquired home health agency into Senior Home Care, Inc.
- Designed and implemented Billing Process Improvement Team (BPIT), which decreased billing errors by over 30% and expedited the claims submissions process, thus reducing the aging A/R over 60 days by \$1.2 million.
- Led project to successfully transition the billing department to the Great Plains payroll system.
- Successfully transitioned the department from HCIS DOS-based system to Cerner's Beyond Now Technology Windows-based system.
- Developed and implemented company-wide processes and procedures to support requirements of the new system.
- Responsible for high accuracy rate of 99% for 600 employees' weekly payroll due to continuous process improvements in payroll processing.
- Produced multiple financial reports and graphs for Board members.
- Compiled annual Medicare cost report data for accuracy and timely filing.

Billing Manager (1999-2002)

- Successfully project managed department's transition from Medicare's IPS to PPS case mix payment system.
- Volunteered and participated in two-week PPS case mix pilot program with HFCA.
- Developed innovative team building contests, which resulted in reduction of \$480,000 of aging A/R.
- Coordinated in-house software training for employees before targeted date for PPS implementation.

Billing Supervisor (1998-1999)

- Developed and implemented a more efficient workflow process, which resulted in a reduction of "claims on hold."

Morris and Essex Surgical Associates – Randolph, New Jersey
Senior Medical Biller

1989-1998

Responsible for reimbursement for multi-physician general surgery practice.

- Developed and implemented an improved filing system for ease of claims submission.
- Trained new hires on Medical Manager System.

EDUCATION/ACHIEVEMENTS/PROFESSIONAL AFFILIATIONS

- MBA in Management, University of Miami - May 2006
- BA in Business Management with Honors, Eckerd College -August 2003
- AA in Liberal Arts, St. Petersburg College- May 2001
- Phi Theta Kappa Honor Society
- National Dean's List
- Associate Member of HCAF (Home Care Association of Florida)
- Associate Member of TAHC (Texas Association of Home Care)

SKILLS/KNOWLEDGE

- Medicare PPS, Medicare, Medicare Advantage, HIPAA, Medicaid, Managed Care, Liability, Commercial Insurance, PC-Ace Pro-32, Healthware, Beyond Now, Palmetto DDE, EDI, ICD-9, CPT-4, HCPC, Revenue codes, UB-04, HCFA-1500, Revenue Cycle Improvement and Management, TQM, Organization Development, Microsoft Access, Excel, Word, Outlook, and PowerPoint.