

PATSY GALLIAN
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AREAS OF EXPERTISE

MEDICAL CONTRACT PROFESSIONAL

Medical Business Office Administration
Medical Reimbursement Management
Team Development & Leadership
Pharmacy Benefits Management
Customer Service Management
Conflict/Problem Resolution

Medical Department Start-up Operations
Medical Project/Practice Management
Revenue & Referral Enhancement
Accounts Receivable & Billing
Insurance Claims Processing
New Start-up Operations

EMPLOYMENT CHRONICLE

CenseoHealth Dallas Texas- (06/2017-PRESENT)

Director Managed Care/ Revenue Cycle

Responsible for developing and executing processes related to billing and collection improvement of patient evaluations. Ultimately accountable to ensure that all evaluation data are processed timely and accurately from the time the evaluation is complete to the time all work. Assist legal in the developing and implementing of SOW's (statements of work), which includes ensuring that we are reimbursed according to terms outlined within.

Kroger Specialty Pharmacy- (09/2016- 06/2017)

Director Revenue Cycle Management

Oversee the day-to-day operation of (3) three specialty pharmacy. Implement strategic initiatives; communicate plans and goals; engage team to drive goals and objectives forward. Integrate policies and procedure after acquisition of Modern Health by Kroger Corp. Ensure that all the processes are aligned and compliant with regulation. Work very closely with accounting and financial to ensure that new reimbursement policies are in line with GAAP (Generally Accepted Accounting Principles). Oversaw accounts receivable for Professional Claims, PBM, Medicare DME, Home/Office Infusion.

Da Vita Rx- Coppell, TX (06/2015- 09/2016)

Senior Revenue Cycle Operation Manager

Ensures revenue maximization through timely and accurate billing and cash posting and accounts receivable management. Manage the day-to-day operations for a \$120M retail/specialty pharmacy book of business. Manager the Medicare DME reimbursement line of business. Responsible for 5 direct reports and 75 indirect reports, all within the revenue operation department. Oversaw accounts receivable for Professional Claims, PBM, Medicare DME, Home/Office Infusion.

- Develops, implements, and monitors policies and procedures to ensure compliance with applicable laws, regulations, and accreditation standards, which may include Medicare and Medicaid reimbursement, Joint Commission, NCQA, and HIPAA etc.
- Experience in regulation review on health care issues and previous compliance experience
- Analyze department metrics and operational results; provide analytical reports; identify performance issues and implement corrective actions
 - Effectively identifies and analyzes areas of weakness, research causes and formulate recommendations that enhance operations and compliance

US BIOSERVICES SPECIALTY PHARMACY- (AmerisourceBergen Specialty Company) – Frisco, TX (2009 – 06/2015)
Senior Revenue Cycle Manager

Manage a \$75M accounts receivable specialty pharmacy portfolio which includes Major Medical, PBM, Invoiced and DME claims. Perform analysis to identify trends and margins and develop recommendations for constant improvement. Hire, train, direct, and evaluate staff for 42 (indirect reports. *Managed government contracts*, familiar with System for Award Management (SAM), which is an *Official U.S. Government system*. Maintained government PO's (purchase orders) to ensure timely and accurate billing. Communicate regularly with the Department of Defense (DoD), and various military installations.

Expertise in various types of billing and collection Major Medical, PBM, Medicare A/B, DME, and part D

Significant Accomplishments:

- Oversaw accounts receivable for Professional Claims, PBM, Medicare DME, Home/Office Infusion.
- Contract Administration operational activities supporting the Pharma business unit, totaling approximately \$57M annually in contract
- Audit and monitoring process, identifies and analyzes areas weaknesses, research causes, and formulate recommendations back to the appropriate department
- Stay current with changing regulations, policies, procedures, healthcare reimbursement standards and guidelines. Effectively identifies and analyzes areas of weakness, research causes and formulate recommendations that enhance operations and compliance

TEXAS CANCER ASSOCIATES – Dallas, TX (2007 – 2009)

Business Office Manager

Liaison with practice and business office staff to resolve issues and outstanding problems within the area of A/R management and Revenue Cycle processes. Maintains reimbursement related key performance indicators for the practice, setting and benchmarking. Strong analytical skills used to identify operational inefficiencies, create baseline data trends, recommend and implement process improvements and measure results. Managed all areas of Revenue Cycle management from Scheduling, Benefit Verification, Financial Counselling, Billing, Collections, appeals, Cash App, Self Pay Collection.

Significant Accomplishments:

- Mastered the challenge of increasing revenue and decreasing bad debt while improving patient service in \$20M Cancer Center
- Increased referral volume 12% and revenue 15% by strengthening relationships with referring doctors and acquiring new referral sources

CBIZ MEDICAL MANAGEMENT PROFESSIONALS – Dallas, TX (2005 – 2007)

Site Administrator

Managed all aspects of operation and reimbursement for \$24M radiology imaging centers, with multiple locations. Responsible for development and facilitation of onsite revenue cycle training and education to ensure seamless knowledge transfer of best practices and systems procedures. Accountable for the day-to-day operations of the offices managing processes, implemented key methods that improved the overall efficiency of patient care.

Significant Accomplishments:

- Reduced accounts receivable days from 74 to 55 in four months
- Increased centers performance level within first six months by implementing effective action plans

Colorado Technical University

Bachelor of Science in Healthcare Management- concentration Informatics

Member of HCCA Health Care Compliance Association