

Diana Marie Fargardo

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Objective

To re-enter the field of healthcare where I can use my expertise to increase the monetary and consumer value of your practice.

Summary of Qualifications

- Over 25 years of proven success in increasing revenues and reducing expenses.
- Proven methods to ensure customer and employee satisfaction.
- Strong experience with insurance companies, utilization review and precertification.
- Excellent organizational skills and experience. Self-motivated, detail oriented, eager to learn and teach to be able to empower others.

Experience

Apex Cardiovascular Group. June 2008 – December 2010

Practice Administrator - Office Manager

- Managed all aspects of multi-physician-provider medical practice and office logistics from physician-employee-patient scheduling, billing, insurance and authorizations, physician contracting with insurance companies-independent physician associations-hospitals, purchasing, marketing, payroll, reconciling practice financials for accountants and financial advisors.
- Acted as a liaison between the physician, employee, and patient in a business setting.
- Responsible for credentialing and renewing and maintaining records for physician's federal and state licensures. (e.g., DEA, state medical license, malpractice insurance, CME's, CEU's, long term/disability insurance)
- Developed and managed practice's in house utilization review/precertification and the billing and collections department increasing revenue from accounts receivable in 1 year of management, maintaining a 95-99% AR annually.
- Implemented and ensured state and corporate regulatory policies and procedures into daily office practices, informing and training staff members. (e.g. HIPPA, Red Flag Rule, OSHA)
- Optimized patient/physician /employee scheduling and time to best increase profits and accounts receivables.
- Managed daily close to include overseeing patient demographics, charges, insurance payments, and patient payments.
- Balanced daily close by generating end of day reports against employee batches.
- Supervised billing department, front office, back office, medical records and support staff of 10 employees. Conducted employee staff meetings and performance evaluations in effort to increase productivity.
- Responsible for accounts payable. Reconciled and balanced financial accounts working with practice financial accountants and advisors. Physician quarterly productivity distributions.
- Managed employee healthcare benefits, and 401K with accountants and financial advisors.

- Responsible for physician quarterly productivity reporting and distribution and biweekly employee payroll.
- Responsible for the hiring and training of all support staff.
- Proficient in QuickBooks, Excel, Word, Power Point, Allscripts PM

Lydia Espinoza, M.D. July 2004 – March 2006

Insurance Specialist

- Responsible for managing patient demographics, charges, insurance and patient payments, insurance precertification's and medical records in an office setting specializing in child and adolescent psychiatry.
- Responsible for trouble shooting reimbursement issues.
- Assist in all aspects of medical practice including making appointments, answering billing issues, answering phone calls, calling refills and new prescriptions to pharmacies.

Joseph A. Virzi, M.D., P.A. June 2002 – June 2008

Office Manager

- Managed and supervised 3 employees in a medical office setting specializing in Mental Health, Addiction and Chronic Pain.
- Responsible for compliance documentation for Clinical Trials.
- Responsible for credentialing, renewing and maintaining records for physician's federal and state licensures.
- Responsible for accounts payable and receivable. Collaborated with Certified Public Accountant to maintain an accurate financial record of the practice.

Prosolutions, Inc., May 1998 – May 2002

Outsourcing Coordinator

- Implemented and managed a new division of outsourcing services consisting of data entry, transcription, medical billing and collections, accounts payable and receivable and payroll services to small medical practices and companies.
- Responsible for new client development and satisfaction.
- Assisted the client manager with transition and support.

Oak Center, Inc. September 1994 – April 1997

Administrator

- Managed all administrative aspects of a 30 bed multi-disciplinary residential mental health, addiction and dual diagnosis treatment facility, including monthly, quarterly and annual budgets.
- Responsible for all compliance issues, on-site inspections and surveys.
- Managed facility's in-house quality improvement team, administrative staff, dietary and facility maintenance budgets.
- Supervised all business department supervisors and worked with the clinical department heads.

Oak Center, Inc., January 1993 – September 1994

Director of Operations

- Managed and supervised all business aspects of a 30 bed multi-disciplinary residential mental health, addiction and dual diagnosis treatment facility from billing, collections, insurance, utilization review/precertification, physician and other health professional's credentialing, purchasing, and payroll.
- Acted as a liaison between the employee and administration.
- Managed employee healthcare benefits.

- Responsible for employee work hours, trends and scheduling.

Creekside Psychiatric Center, September 1991 – January 1993

Office Manager

- Managed all aspects of multi-physician-provider psychiatric practice and office logistics from physician-employee-patient scheduling, billing, insurance, medical records, physician contracting with insurance companies-independent physician associations-hospitals, purchasing, payroll, reconciling practice financials for accountants and financial advisors.
- Responsible for renewing and maintaining records for physician's federal and state licensures.
- Supervised billing department, front office and medical staff of 6 employees. Conducted employee staff meetings and performance evaluations in effort to increase productivity.

Oak Center, Inc., May 1986 – September 1991

Marketing Representative/Director

- Marketing Representative for a 30 bed multi-disciplinary residential mental health, addiction and dual diagnosis treatment facility.
- Responsible for educating the public, medical community, mental health and addiction communities about our services.
- Implemented and managed a multi-media marketing program to include TV, radio, print and specialty advertising.
- Coordinated facility patient orientations and tours, assisted the admissions department with insurance verification, benefits and precertification's.
- Managed monthly reports to include overseeing patient admissions, discharges, client satisfaction, diagnoses, demographics and referral sources.

Education

- Morehead State University Business Administration 1982-1986
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