|  |  |
| --- | --- |
|  | Experience**Current: Owner Keeli’s Journey**Private Medical Billing and Credentialing Services, Bookkeeping, and Personal Assistants Services Offered**April 2023-Current*** Quickbooks with invoicing and Administrative Assistance
* Credentialing with all major insurance networks
* Medical Billing – will adapt to all recognized EHR systems.
* Financial Accounting and Reporting
* Accounts Payable and Accounts Receivable

**Womens Care****AR Specialist****August 2023-Current*** Manage AR for large OB/GYN Organization.

**Behavioral Health Consulting Solutions****Chief Financial Officer****October 2023-Current*** Medical Billing Client, role later developed into more. Most recent contract is as the current CFO for the organization.
* Manage Expenses, Payroll, and Budgets
* Oversee Medical Billing Company
* Quickbooks

**Pacific Retirement Services (PRS) – Cascade Manor****Director of In-Home Care and Business Office Manager****October 2021 to April 2023*** Developed a Comprehensive In-Home Care Program and was awarded a Comprehensive Administrator’s license by the State of Oregon.
	+ This program allowed PRS to extend in-home care to the entire Cascade Manor community.
	+ Successfully fostered and increased coordination, communication, and teamwork among various Cascade Manor departments, including Resident Services and Skilled Nursing.
	+ This new program grew revenue by 30% each month, increasing financial success while providing high quality care.
	+ Developed and administered the Home Care Budget.
	+ Created new positions, orientation, and training in this department.
* Successfully managed the PRS - Cascade Manor Revenue Cycle, and completed the month end close on time or ahead of schedule each month.
* Oversaw daily billing functions including coding, claims, payment posting and reimbursement management.
* Leveraged experience to increase returns and improve payment times on Medicare, Insurance, and private billing.
* Prepared PRS – Cascade Manor Budgets and analyzed data to predict trends.

**BrightStar Care of Lane County****Office Manager and Clinical Care Coordinator****January 2016 to October 2021*** Recovered $120,000 in uncollected AR within a year of joining the company.
	+ Instantiated clear billing policies and procedures.
	+ Managed AR on a weekly, rolling basis.
* Recognized the dearth of veteran support in the local community.
	+ Negotiated and enacted a contract between BrightStar of Lane County and the Department of Veteran Affairs.
	+ Held the VA accountable to ensure appropriate and timely care and benefit awards for veterans.
* Integrated and led office, clinical and field teams.
* Successfully fostered and improved collaboration with Long-Term Care insurance companies, payment management and care note audits.
* Interfaced with BrightStar national accounts to ensure fair fee-schedules and payment agreements.
* Converted new client inquiry calls into successful initial assessments.
* Led the Quality Improvement team and prepared quarterly performance reports to implement findings after data analysis and review.
* Achieved Joint Commission Accreditation.
	+ Prepared and updated documentation and minutes.
* Overhauled and created policies that met accreditation standards.

**Pioneer Pacific College****Director of Health and Management****January 2016 to July 2020 (School Closure)*** Superintended students and faculty within the Health Care, Medical Assistance and Management programs including:
	+ Health Care Administration, Associates and Bachelor Programs
	+ Management and HR Management, Bachelor Program
	+ Medical Assistance, Associates and Diploma Program
	+ Medical Office Administration, Associates Program
* Directed the General Education Faculty and staff.
* Maintained student relationships and kept an open-door policy. Accountable for maintenance and upkeep of student records.
* Coordinated staff and class schedules.
* Recruit, interview, and hire adjunct and full-time faculty as needed.
* Conduct department, curriculum, and advisory committee meetings. Maintain and distribute all minutes as required for accreditation.
* Created and maintained Program Effectiveness Plans for all programs.
	+ Collaborated with accreditation agency and wrote Program Improvement plans as required.
* Prepared curriculum and served as a Subject Matter Expert.
	+ Reviewed new textbooks and online content delivery platforms.
* Created, established, and fully developed program curriculum for:
	+ EKG & Phlebotomy
	+ Medical Office Administration, Medical Coding, and Medical Billing Programs

**Corizon @ The Lane County Jail 2012 to July 2015****Medical Office Manager, CCMA*** Liaison between the Lane County Jail medical unit and the US Marshal’s office.
* Regulated inmate movement to and from the clinic.
* Maintained separate custody levels and controlled radio traffic.
* Prepared daily clinic schedules for multiple providers and nurses.
* Triaged inmate medical requests.
* Maintained the diabetic call, laboratory draw, treatments, and imaging schedules.
* Medically authorized all inmate transfers and prepared the appropriate paperwork.
* Developed training policies and procedures for emergency preparedness and emergency equipment maintenance.
* Provided training and orientation for new CMA’s and LPN’s.
 |
|  |
| Keeli Brown Proven Leader  |
| PROFILE Proven leader with an accomplished career, demonstrating consistent success as an administrator and educator. Highly creative Business Office Manager with over 20 years of management experience. Results oriented, purposeful, and team driven. Personable, effective communicator with excellent planning and organizational strengths. Proven experience in applying well-developed critical thinking skills.CONTACT keelibrownllc@outlook.com<https://keelisjourney.com> <https://www.linkedin.com/in/keeli-brown/> (541) 570-8647 Hard Skills Financial Acumen Work Process OptimizationAdvanced Computer ProficiencyEffective use of Zoom and CitrixMicrosoft Office ExpertiseMedicare and Insurance BillingQuickbooks EHR Adaptabilitysoft Skills Effective CommunicatorConflict ResolverSituationally AdaptableStrategically MindedVersatile & ResourcefulProject ManagementEDUCATION Master of Business Admin.Health Care AdministrationAshford UniversityBachelor of ScienceSocial and Criminal Justice Ashford University**Associate of Science****Biology**Linn Benton Community College |