Introduction

Adrian is a Senior-Level Cerner Charge Services resource with 8+ years' experience and 16 years of overall Revenue Cycle experience

Key Highlights:
- Expertise with design, build, configuring, testing, and validating with Cerner Charge Services
- Strong experience with Charge Services Legacy Support, as well as performing complete redesign of Charge Master to prevent errors and maintenance issues
- Has worked as a Team Lead, PM, Director and Senior-level Revenue Cycle/Charge Services Analyst over the last 6 years
- Implemented Cerner Millennium Revenue Cycle (Charge Services) at multiple sites to accommodate healthcare business and management processes, regulatory requirements, and other business needs

Professional Experience

Olathe Health - Olathe, KS
December 2023 - Present
Legacy Support Analyst-Charge Services
- Fulfilled new CDM requests (creating orders/ charge items and testing) in both production and non-production environments
- Resolve charge error incidents in the Remedy ticketing system
- Utilized DA2 queries and CS charge viewer to locate and correct missing, suspended and pending charges
- Utilized CCL scripts for large price and bill code updates
- Designed test scenarios for Cerner upgrade to ensure correct functionality

Streamline Health - Atlanta, GA
August 2023 - December 2023
Senior Revenue Integrity Consultant
- Led client projects as the primary point of contact, collaborating with internal teams for issue resolution
- Seamlessly integrated 3rd party revenue cycle applications leveraging extensive experience with Epic and Oracle (Cerner)
- Responsible for supporting client relationships to achieve business objectives
- Analyzed and monitored Client Success Metrics, presenting client-specific reports, and resolving concerns

McLaren Health Care – Flint, MI
February 2021 - August 2023
Senior Revenue Cycle Analyst-Charge Services
- Oversaw the rollout of Cerner Millennium to multiple acute and ambulatory locations
- Support troubleshooting and resolution of testing, Go-Live and Post-Go-Live charging issues
- Investigated all charge related tickets that were logged in the Service Now ticketing system
- Partnered with Revenue Integrity liaisons and clinical departments to create new CDM items and pricing
- Managed project milestones and coordinated with cross-functional teams

Regional West Medical Center - Scottsbluff, NE
March 2018 - May 2020
Interim Director of Revenue Integrity
- Interviewed, hired, and trained staff to establish an effective Revenue Integrity department
- Led the planning, development, implementation, and evaluation of revenue integrity projects
- Collaborated with business operations and clinical departments to achieve hospital and system goals
- Achieved a 15% reduction in AR days and a $34 million decrease in DNFB through charge reconciliation workshops
- Developed financial reports for presentation to the C-Suite board Members

McLaren Health Care – Flint, MI
March 2018 - April 2019
Senior Revenue Cycle Analyst-Charge Services
   • Provided support during the full implementation of the Cerner Millennium system for 8 hospitals
   • Assisted Revenue Integrity analysts with auditing, troubleshooting, and issue correction
   • Collaborated with clinical departments to optimize workflow and build
   • Performed daily audits of suspended and missing charges
   • Logged and solved issues in the Jira ticketing system
   • Lead revenue integrity/charge services resource for integrated testing to prepare for Cerner Millennium Go-Live

Oracle Cerner - Kansas City, MO
October 2016 - March 2018
Sr Revenue Cycle Consultant-Charge Services
   • Managed the design, development, implementation, maintenance, updating, and support of Cerner Revenue Cycle for over 25 healthcare systems
   • Executed multiple implementations and post-implementation optimization projects
   • Led change control meetings to advocate for clinical modifications for improved charge capture
   • Develop and implement change management strategies to ensure successful transition to Cerner systems

Skills

Subject Matter Expert in the following applications:
   • CS Misc Setup, CS Tier Maint, CS Charge Viewer, CS Pricing tool, Batch Charge Entry, Charge Batch Entry, DCP Tools, PFT Tools, Revenuecycle.exe, CS Charge Recovery, DA2
   • Strong Knowledge of clinical workflows

Education

Augusta University - Augusta, GA 2015
Bachelor of Science: Health Information Administration

Certifications
CRCR (Certified Revenue Cycle Representative)
HFMA

Cerner Millennium Building and Maintaining Charge Services
Cerner Corporation

Epic Credentialed Trainer (HB,PB, SBO, Grand Central, Cadence)

Liberty Solutions, Inc.
Healthcare IT Consulting Services