

Clemmons, NC

[hwolds@gmail.com](mailto:hwolds@gmail.com) 336.403.6077

[www.linkedin.com/in/heidiolds/](http://www.linkedin.com/in/heidiolds/)

# Heidi Olds

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## **Professional Profile**

12 years progressive advancement in the healthcare billing industry, successful experience as a Strategic Account Manager and Revenue Cycle Manager. Focused on creating and maintaining strong valuable relationships with 47 Emergency Medical Service clients located in 4 Southeastern states. Lead internal billing teams and successfully delivered several high-profile projects. Succeeded in growing relationships with key client stakeholders by strategically asking effective questions to identify strengths and weaknesses and evaluate operational effectiveness. Stayed informed on industry trends, performed regular onsite account reviews and offered additional products to enhance revenue recovery.

## **Professional Employment History**

**EMS Management and Consultants, Winston Salem NC      2007-2019**

### **Strategic Account Manager 2016-2019**

- Maintained superior account performance for 47 EMS clients with 98% retention year over year and above average client satisfaction scores.
- Successfully directed two large innovative client facing IT projects that provided a competitive market position, and enhanced client documentation quality.
- Facilitated onsite concise quarterly and annual business reviews for key client stakeholders discussing financial performance, future projections, and revenue opportunities.
- Scheduled and conducted onsite training courses for clients and their staff to assist in increased insurance reimbursements and reduce potential documentation violations.
- Influenced and strengthened client relationships by strategically staying abreast of industry trends and offering solutions to maximize revenue recovery.
- Negotiated renewal contracts for existing clients and participated in RFP responses for new clients.

#### ***Key Accomplishments:***

- Lead Project Manager for a project that enabled client's access to provide directive and account information with inhouse billing system.
- Lead Project Manager for a project to offer crew documentation analysis to clients to aid with staffing feedback that directly impacted revenue recovery.
- Executed 5-year contract renewals with several large profitable clients.

### **Revenue Cycle Manager 2014–2016**

- Three years as EMS Revenue Cycle Manager, managing all aspects of the revenue cycle process for up to 35 clients with approximately 200,000 transport claims per year. Clients located in Virginia, South Carolina, North Carolina, and Alabama.
- Provided clients with accurate and informative feedback to increase cash flow and decrease A/R days, by analyzing their collections data, billing workflow, denials and documentation processes.
- Successfully lead a team of 11 in house employees and an offshore team of billing specialists to process over 200,000 claims per year.
- Managed incoming workflows, claim coding, payer rejections, payer denials, payment posting and compliance adherence.

#### ***Key Accomplishments:***

- Helped to develop and build a combined department to perform front and back end claim processing of 5 Revenue Cycle Teams, for better communication and efficiency which reduced claim turnaround time.

### **Quality Assurance Supervisor 2013- 2014**

- Championed the development of a quality audit form to measure employee quality performance and provide valuable feedback to aid in employee retention.
- Wrote Job Aids and Standard Operating Procedure (SOP's) guides for operations teams to provide consistency across employees.
- Improved quality by leading a team to develop and implement a quality assurance tool to aid coders to identify and correct errors prior to claim submission.

#### ***Key Accomplishments***

- Developed and implemented a quality assurance tool for coders to identify and correct errors, to avoid rework and enhance quicker claim payment.

### **Claims Management Supervisor 2010-2013**

- Supervised a team of up to 20 ambulance Billing Specialists and one Team Lead. Managed up to 2000 claim submissions per day for 35 EMS agencies. Responsibilities included hiring staff, assigning work, and managing employee performance, including attendance, policy enforcement, corrective action and employee development.
- Resolved escalated billing issues and provided client requested custom reports.
- Knowledge of HIPAA compliance, Medicare, Medicaid, commercial insurance, liability insurance, and other payment methods.

### **Medical Billing Specialist, Auditor and Trainer 2007- 2010**

## **Education**

Central Michigan University, Mt Pleasant, Michigan  
Bachelor of Science: Economics  
Minor: Business Administration