

# BRENDA I. RIVAS

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Over 20 years managing staff and projects in a healthcare setting, managed SBO implementation, Epic implementations for Hospital and Physician billing, Home health, Hospice, and Palliative care, strong history of meeting and exceeding goals, excellent customer services skills coupled with the ability to effectively resolve issues, build, and developed team members.

**Change Management | Project Management | Results Oriented | Coaching & Mentoring | Analyze and Interpret Data  
| After Action Review | Strategic Thinking | Epic Systems | Continuous Integration**

## CAREER HIGHLIGHTS

- Collaborated with Senior leaders and managed to integrate five states into One Revenue Cycle for account receivables while maintaining current receivables and meeting and exceeding goals.
- Employed, developed, and mentored staff to move into lead positions to support new lines of business.
- Strong history of completing project timelines and collaborating with all stakeholders.

## PROFESSIONAL EXPERIENCE

### **Manager, Revenue Cycle Post Balance Collections Sept 24 – Current**

- Oversee daily operations for account receivables for post balance collections for all seven of our markets
- Responsible for account receivables for specialty collections for venture, corporate, and sports billing
- Manage two team supervisors to support twenty-one of our self-pay collectors
- Manage three analysts that supports specialty collections, vendors, and self-pay collectors
- Report out weekly and monthly outcomes of the post patient balance receivables
- Meet with collection vendors to discuss monthly and weekly outcomes and areas of focus to increase cash collections and discuss work queues

### **Manager, Business Process Improvement Jan 2022 – Oct 2024**

- Played a key role in ensuring that we had successful Single Billing Office implementation for all seven of our markets.
- Monthly tracking of Single Billing Office metrics to report benefits to Senior leadership and Finance.
- Lead monthly meetings with our market leaders to review the outcomes and status of their accounts receivable.
- Partnered with our member services call center and digital engagement team to communicate system or workflow changes with direct member impact.
- Collaborated with analysts to evaluate and validate system changes
- Responsible for communicating key messages related to system changes and updates to workflows to our internal teams and vendors.
- Ensured that CFSR audits were completed timely and reported out outcomes during our monthly national

meetings with market leaders.

- Partnered with analyst to develop training and workflow to empower team managers to be able to process timely grievance and appeal adjustments when receiving a grievance from a member.

#### **Sr. Manager Applications Oct 2021 – Dec 2022**

- Managed a team of eleven application analysts for home health and hospice and third-party applications.
- Conducted biweekly one on ones.
- Collaborated with the community technologies team to review and approve optimization requests.
- Ensured service requests are completed timely to resolve build issues that affect patient care.
- Reported out weekly to the director on the status of projects assigned to my team.
- Attended growth and expansion meetings to approve and provide feedback on future implementations.
- Conducted monthly meetings to review caregiver survey results to give the team an opportunity to provide feedback.
- Collaborated with the compliance and community technology team to review upcoming regulations to ensure build is completed timely and tested.
- Meet with the director to review future projects to make sure they align with the overall company's strategic plan and goals.

#### **Epic Application Analyst Dorothy and Comfort Mar 2020 – Oct 2021**

- Completed new build for new lines of business within Providence and affiliates as well as conducting application and integrated testing for new build and upgrade.
- Collaborated with team when working multiple projects by setting up meetings, testing, or assisting in leading meetings.
- Collaborated with training team and community technology to review questions regarding build and upgrade that can potentially affect workflow.
- Work with Epic TS when needing assistance after trouble shooting and unable to identify the root cause of a potential issue or risk within Epic.
- Provided support to leadership as questions come up regarding changes within the system.
- Supported and partnered with business and clinical leadership to meet organizational goals and objectives.
- Ensured projects were planned and executed in a timely manner that supports the Providence mission; integration and collaboration across the health system, while meeting the organization needs.

#### **Revenue Cycle Business Analyst Jul 2015 – Mar 2020**

- Played a key role in ensuring that we had successful implementation when affiliates are joining Providence and new lines of business by providing them with the support in understanding the workflows, policies, job aids, and be readily available for questions.

- Led and collaborated with key stakeholders including managers and supervisors in the implementations of Home health, Hospice, and Palliative care.
- Worked closely with the Epic build analyst to identify, troubleshoot, and resolve issues.
- Ensured projects are planned and executed in a timely manner that supports the Providence mission; integration and collaboration across the health system, while meeting the organization needs.
- Responsible for understanding and refining the prescribed workflows, policies, and procedures, as well as having familiarity with the functional workings of the Epic software for physician and hospital billing.
- Conducted pre-go live and post go live weekly meetings with the customer to go over the status of the implementation and address key concerns.
- Conducted biweekly meetings with leadership to review Epic Revenue Dashboards to review the state of the implementation by reviewing outstanding account receivables, claims submission, any stops that can potentially affect the goal of producing a claim or a statement to the patient.
- Project Manager for implementations to ensure successful completion; by tracking key concerns, staying within timelines and scope, schedule daily/weekly meetings with stakeholders and executive leadership to report progress and capture key concerns.

#### **Self-Pay Manager Jul 2012 – Jul 2015**

- Oversaw daily operations in managing account receivables for five states.
- Supported and mentored four supervisors on how to manage eighty front line staff and how to meet their daily, monthly, yearly objectives.
- Reported on volumes and suggested enhancements needed to improve the receivables process. Worked with multiple collection agencies, effectively optimized timely collections on those accounts.
- Planned short- and long-term goals in hope of assisting to eliminate some of the excess in accounts receivables.
- Assisted collection agencies by submitting questions on nebulous accounts.
- Generated daily and monthly reports dealing with bad debt, cash collections, and online bill pay.
- Led and collaborated with key stakeholders including managers and supervisors in the implementations of our affiliates Swedish and Kadlec to take on working their account receivables for self-pay.
- Ensured that we met or exceeded the service level agreements with internal and external operations.
- Documented workflows created job aids, and policies and procedures for the Kadlec and Swedish go live and developed the training curriculum.
- Joined monthly leadership calls with Senior leadership and Finance to report outcomes monthly and quarterly outcomes.

#### **EDUCATION**

Concordia University, Portland, Oregon **2019, Master of Business Administration**

Warner Pacific College, Portland, Oregon **2014, Bachelor of Health Care Administration**