

# Mark Carroll

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## Operations Process Improvement Manager

Analytical thinker with a comprehensive understanding of healthcare organizations' information needs and business processes. Proven ability to employ technology, improve processes and impact the revenue cycle. Fortes include coding, billing & reimbursement solutions, regulatory affairs and electronic data interchange (EDI). Personable in interaction with clinical, business, and technology staff; Adept at gathering business requirements; And recommending practical, creative and sensible solutions.

### **PROFESSIONAL EXPERIENCE**

#### **ACCOUNT MANAGEMENT**

- Implemented practice management software package +Medic in over 100 practices. Taught basic and advanced training seminars. Consulted with existing clients on merger/addition of provider group data. Provided on-site assistance for upgrade customers including new features and operating system changes.
- Served in multiple roles for start-up vendor including providing input on managed care trends and field knowledge, training, on-site and phone support, testing and sales support.
- Coordinated the implementation of McKesson's EDI clearinghouse product for hospitals in pre-Y2K environment providing on-site technical expertise and customer service.

#### **BUSINESS PROCESS MANAGEMENT**

- Business process engineer focused on provider operations and the application of lean principles to examine work flow, seek process improvement, and measure results.
- System administrator and workflow advisor for OnBase enterprise document management
- Focus on operational efficiencies and automated business solutions with primary responsibility for the evolution of the IDX Managed Care application in an IDN.

#### **REVENUE CYCLE TECHNOLOGY**

- Project Manager for implementation of Ingenix coding and compliance product at two large pediatric practices. Results included standardization of charge processes, reduction in denials/duplicates, risk reduction, coder education and capture of missed revenue.
- Optimized managed care functions including: eligibility, authorization/referral, claims adjudication, reporting, and incoming & outgoing interface development.
- Resuscitated paper and electronic billing processes for mental health & dental carve-outs.
- Lead on the creation of patient-friendly statements and billing web site development

## SOFTWARE DEVELOPMENT

- Participated as business & technical resource in the in-house development of a performance management application designed to reinforce company objectives and values.
- Interpreted pending federal and state regulations to assess vendor's contractual obligation & verify functionality necessary to meet new requirements.
- Authored functional designs for system enhancements, future integration projects and customer requested improvements. Included QA, user acceptance, & release management.

## EMPLOYMENT HISTORY

QUEST DIAGNOSTICS (Temporary) <i>Implementation &amp; Training, Client Services</i>	Jacksonville, FL	2009 to 2010
NEMOURS FOUNDATION [Alfred I. DuPont Hospital & Children's Clinics] <i>Applications Analyst- Clinical, Information Systems</i> <i>Business Process Consultant, Center for Process Excellence</i>	Jacksonville, FL	2005 to 2009
CHILDREN'S HOSPITAL MEDICAL CENTER <i>Project Manager, Professional Business Services</i>	Cincinnati, OH	2002 to 2005
MCKESSON INFORMATION SOLUTIONS <i>Consultant, Series Development- Regulatory Affairs</i> <i>Consultant, Functional- EC 2000</i>	Orlando, FL	1999 to 2002
AVIO INTERNATIONAL CORPORATION <i>Account Manager, Managed Care</i>	Orlando, FL	1998 to 1999
PARAGON HEALTH SYSTEM <i>Application Specialist, IDX MCA</i>	Cincinnati, OH	1997 to 1998
MISYS HEALTHCARE SYSTEMS <i>Sr. Account Manager</i>	Cincinnati, OH	1992 to 1996

## EDUCATION

XAVIER UNIVERSITY <b>Masters Degree in Health Care Administration</b> Served as Administrative Resident Mercy Hospital Hamilton/Fairfield 1987	Cincinnati, OH	1988
XAVIER UNIVERSITY, <b>Bachelor of Arts in Sociology</b>	Cincinnati, OH	1983

### Healthcare Applications Expertise:

Ingenix ClaimsManager	+MEDIC Practice Management
Epic Professional and Hospital Billing	Siemens Signature Professional Billing
IDX Managed Care	Avio Managed Care
McKesson EC2000 Claims Administrator	OnBase Document Management