Rosalind Halberstam-Nyarko

Medical Practice Manager

Cleveland, OH · rosalind.halberstamnyarko@example.com · (216) 555-0161 · LinkedIn

SUMMARY

Practice manager with 10 years in outpatient medicine, the last 5 running a 6-provider family practice with about 2,300 visits a month. Cut days in A/R from 48 to 31 and leads a team of 22. Strong in revenue cycle, scheduling, HIPAA compliance and staff development.

EXPERIENCE

Practice Manager — Lakeshore Hearth Family Medicine

Cleveland, OH · Apr 2020 – Present

- Run daily operations for a 6-provider practice with 2,300 monthly visits and $4.8M in yearly collections.
- Reduced days in accounts receivable from 48 to 31 by setting up weekly payer follow-up and denial reviews.
- Lowered the no-show rate from 14% to 8% with 2-step text reminders and a same-day waitlist.
- Hired and trained 18 staff over 4 years and cut first-year turnover from 41% to 22%.
- Led the practice through 2 payer audits and an annual HIPAA risk assessment with no findings.

Billing Supervisor — Brightwater Orthopedic Associates

Akron, OH · Jun 2015 – Mar 2020

- Supervised 5 billing specialists handling about 3,500 claims a month.
- Brought the first-pass claim acceptance rate from 88% to 96% with front-desk insurance checks.
- Recovered $210,000 in aged claims over 90 days during a 6-month cleanup project.

SKILLS

Operations: Patient flow, provider schedules, front desk workflows, vendor contracts, budgeting

Revenue cycle: Charge capture, claim denials, A/R follow-up, payer credentialing, fee schedules

Systems: athenahealth, eClinicalWorks, Epic scheduling, Weave, Excel

Compliance and team: HIPAA, OSHA, CLIA waived testing, hiring, coaching, performance reviews

EDUCATION

Certified Medical Manager (CMM), 2022

B.S. Health Care Administration, Cleveland State University, 2014

Fictional example by FindAJobAI: the person, employers and numbers are invented.