
Revenue Cycle Best Practices Panel

Education Session Sponsored By:  **TruBridge[®]**

Introductions



Ashley B. Hill, MBA, CRCR, CPC
*Executive Director, Medical Group
Business Office*
Wellstar Health System
Atlanta, Georgia

Moderator

Ashley Hill is an experienced revenue cycle leader with over 15 years of healthcare finance experience. She began her career at Children’s Healthcare of Atlanta (CHOA) where she spent 5 years within the research accounting space. After her time at CHOA, she ventured into healthcare consulting with Huron Consulting Group.

During her time at Huron Consulting Group, Ashley led various projects that included, patient access optimization, centralization of scheduling, insurance verification, and pre-certification ensuring patient accounts were financially secure at time of service. She implemented lean staffing, KPI tracking, high-dollar and denial review management committees with various health systems that providing Net Cash improvements in the tune of \$45M to \$80M to their reoccurring income statement benefits.

She joined Wellstar Health System in July 2019 as the Executive Director of Accounts Receivable of the Wellstar Medical Group’s business office, after serving as the Director of Physician Revenue Cycle for 4 years at Piedmont Health System. Within her current role she leads the day-to-day management and responsibility for claims processing, accounts receivable, coding denials management, payment posting, refunds, and payment variances for all physician related services billed by Wellstar Medical Group.

She currently resides in Dallas, Georgia where she lives with her husband of 9 years. When she is not working, she enjoys traveling, playing tennis, and spending time with her family enjoying the local wineries and trails around her home.



Robert Boos

Vice President of Revenue Cycle

Centra Health

Lynchburg, Virginia

Panelist

Robert Boos has worked in Revenue Cycle leadership for over 30 years in both the for-profit and not-for-profit sectors.

He has specialized in the building of new operations and the development and improvement of existing systems. Robert worked for eleven years with Community Health Systems as a PFS Director, Corporate Regional Director, and Vice President of the Shared Services Center in Tucson, Arizona.

Robert is the Vice President of Revenue Cycle at Centra Health in Lynchburg, VA. In his spare time, Robert is a published author on the study of grief, a national spokesperson for Mothers Against Drunk Driving and a long time high school football official.

Robert resides in Forest, Virginia.



Misty Brackett, MBA, FACHE, FHFMA, CHC, RHIA
*Vice President of Patient Financial Services and
Patient Access*
Erlanger Health System
Chattanooga, Tennessee

Panelist

Misty Brackett is the Vice President of Patient Financial Services and Patient Access for Erlanger Health System in Chattanooga, Tennessee. Prior to joining Erlanger, she held roles to include HIM Director and Chief Compliance Officer for a critical access hospital in North Dakota and Director of Operations for Healthport.

Mrs. Brackett is a Fellow in the American College of Healthcare Executives and Healthcare Financial Management Association. She also holds a Healthcare Compliance certification from Health Care Compliance Association and a Registered Health Information Administrator certification from American Health Information Association. She holds a Master's in Business Administration from Bethel University and a Bachelor's of Science Degree in Health Information Management from the University of Cincinnati.



Matt Fisher

Director, Customer Solutions Center

Piedmont Healthcare

Atlanta, Georgia

Panelist

Matt Fisher is the Director of the Customer Solution Center in Revenue Cycle for Piedmont Healthcare in Atlanta, GA. Piedmont Healthcare is a fifteen-hospital system with 2,500+ employed physicians. Matt oversees all post-discharge self-pay functions including the customer service call center, charity and financial aid, scanning and indexing for all of Revenue Cycle, bad debt receivables performance, and patient financial clearance for medical oncology services lines.

Matt has been in healthcare for 13 years and has held leadership roles at the two largest health systems in Georgia, as well as two national Revenue Cycle Management organizations. During this time, he has been heavily involved in the self-pay Revenue Cycle space. Matt has built early-out call centers and integrated multiple facilities onto Epic both locally and nationally. With the ever-evolving healthcare environment, Matt focuses on empowering patients with education and options as out-of-pocket expenses continue to increase. Additionally, Matt is passionate about empowering his teams as a servant leader.



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Thank You!

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