

CATHY ALQUIJAY

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OBJECTIVE To obtain a challenging position as a Manager/Administrator in a Medical Facility. Ensure my skills and expertise will be an asset to the success of the company.

- OVERVIEW**
- General Medical Business Management
 - Medical Billing Experience (PPO, HMO Medicare) CPT and ICD-10 Coding
 - HR/Staff Hiring, Training, Supervision and Evaluation
 - Financial Reports
 - Projections
 - Payroll
 - Accounting
 - Accounts Payable/Receivable
 - Collections
 - Marketing
 - Hospital Admitting, Registration and Pre-registration
 - JCAHO, EMTALA & HIPAA Compliance
 - Consulting
 - M/D Systems/EMR/MDR
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PROFESSIONAL EXPERIENCE

01/2020-Present

L.A. Care

PROVIDER NETWORK ACCOUNT MANAGER II

The Provider Network Account Manager II is responsible for all aspects of L.A. Care (LAC) provider contracting and relationship management process, including drafting, reviewing, negotiating and implementing phases of contracts, as well as building, nurturing, and maintaining positive working relationships between LAC and its network of providers. Assigned accounts include large provider organizations (i.e. PPGs; Hospitals; Ancillaries; etc.), or individual practitioners, in a single or multiple location. The Account Manager II is responsible for representing LAC in his or her partnership with contracted and non-contracted providers, at all times. The Account Manager II is responsible for maintaining an understanding LAC governing regulations, policies and procedures, operating standards, provider contracts, and provider performance and needs. The Account Manager II leverages that information to identify, develop and conduct relevant and tailored provider orientation sessions, make educational visits about LAC practices, policies and requirements, and work to resolve provider issues.

10/2018 – 11/2019

Mission City Community Network Inc, Mission Hills, CA.

REGIONAL OPERATIONS MANAGER OF 7 CLINICS

Travel to all MCCN sites to perform the following duties:

Ensure all patient flow is working efficiently

Project patient volume and assess financial implications.

Assist in ensuring physician coverage is adequate for each site

Ensure all uninsured are screened and enrolled in various programs (Medi-Cal, etc.).

Ensure all patient files are complete and accurate

Ensure all documents are submitted to billing for timely billing to various agencies.

Oversee patient financial screening, including correct sliding fee is being applied for cash patients

Ensure all employees comply with MCCN policies and procedures.

Direct supervision of support staff directly or through clinical lead staff/Area Office Managers

Implement training and safety protocol programs

9/2007 – 07/2018

Kristin Egan, M.D., F.A.C.S., Manhattan Beach, CA ENT / COSMETIC SURGERY

John Rehm, M.D. Manhattan Beach, CA. ENT / COSMETIC SURGERY

BUSINESS CONSULTANT – INDEPENDENT CONTRACTOR

Revenue recovery over two years old, coding and billing analysis.

Successfully transferred all billing to the practice from a billing company.

Implementation of new ICD-10 codes as of 2014. Implementation of Policies and procedures, Human Resources, Coding, Projections, Collections and Revenue increase.

Review and implementation of new billing procedures pertaining to Surgery Scheduling, pre-authorization for surgeries, office procedures and Ancillary Services.

09/2014 – 10/2017

Michael Schwartz, M.D. – Madison 101 Surgery Center

BILLING CONSULTANT – INDEPENDENT CONTRACTOR

Revenue Recovery over two years old.

Coding and billing for the practice and the Surgery Center for PPO insurance with HCFA and UB04 format.

07/2004 – 08/2007

Tower Ear Nose and Throat - Cedars Sinai Medical Towers, Los Angeles, CA

OFFICE ADMINISTRATOR

Payroll, Account Payable/Receivable, Coding, Surgery Scheduling, Surgery Billing, Financial Reports analysis, Revenue analysis, coding and billing update.

Recovery of A/R over 2 years old.

Selected staff, oriented, developed performance standards, assigned work, appraised performance, disciplined, recommended personnel actions and resolved problems effectively and in accordance with the law.

Surgery Scheduling and Pre-Authorization. Implemented the use of a CT-Scan for the office and assisted in obtaining all licenses and permits required by law.

09/2003 – 06/2004

University Physicians Healthcare, Santa Fe Springs, CA

CONSULTANT - DIRECTOR OF OPERATIONS

Project completion of Revenue analysis, billing, coding and recovery of A/R over 3 years old.

Selected staff and oriented and developed HR policies.

11/2002 – 08/2003

Huntington Memorial Hospital, Pasadena, CA

MANAGER - ADMITTING CALL CENTER

Successful implementation of a new computer system (MEDITECH) for Huntington Memorial Hospital under my tenure. The Call Center department, under my direction, played a vital role during this transition. Productivity increased a 100% during this period. This project lasted nine months.

Direct responsibility for centralized scheduling, data collection and insurance verification. The Center is a liaison between Physician Offices, Contracting and Insurance Companies.

Selected staff, oriented, developed performance standards, trained, assigned work, appraised performance, disciplined, recommended personnel actions and resolved problems effectively and in accordance with hospital policies.

Managed a staff of 50 employees. Responsibilities included: work assignment and daily work coordination, ensured adequate shift coverage. Implemented and standardized scheduling and registration policies.

Responsible for the day to day operations of the Center, ensured excellent customer service, professionalism and high level of accuracy in the demographic and insurance information collected.

2/1999 – 07/2002

Children's Hospital, Los Angeles, CA

OFFICE MANAGER II

Ambulatory Care Services, Nephrology, Rheumatology, Infectious Diseases, Ambulatory Infusion Center, 3 South Clinic

Due to the implementation of billing procedures, coding review and higher productivity under my tenure, the revenue increased in five divisions by 75%.

Selected staff, oriented, developed performance standards, trained, assigned work, appraised performances, disciplined, recommended personnel actions, and resolved problems effectively and in accordance with hospital policies.

Worked with physicians and nursing personnel to ensure smooth operation of clinics. Coordinated Clinic scheduling and implemented systems for efficient management of patient flow activities, including scheduling, pre-registration, registration, arrival, billing and discharge.

Submitted all physician and hospital charges for billing within 48 hours of service, ensuring that registration information was accurate and complete, and all authorizations updated.

Participated in the writing, reviewing and updating of ambulatory care policies and procedures. Monitored compliance with JCAHO, EMTALA and HIPAA regulations.

Assisted with hospital budgets and reporting. Monitored budgets vs. actual costs; maintained clerical full-time employees and temporary personnel as well as administrative supply costs at budgeted levels.

0/1995 – 07/1998

San Gabriel Valley Medical Center, San Gabriel, CA

OFFICE MANAGER /MSO COORDINATOR

Successfully implemented and completed a project for San Gabriel Valley medical Center for the department of Obstetrics and Gynecology. All medical groups were set up within the scheduled time frame and within budget projections.

Implemented policies and procedures of three medical groups, such as billing, registration, pre-registration and scheduling.

Managed the daily operations of three medical groups, ensuring that billing was efficiently submitted within 48 hours.

Monitored compliance with OSHA and JCAHO regulations.

**COMPUTER &
SOFTWARE**

- Word
- Excel
- M/D Systems
- Billing: ICD-10 Coding, CPT Coding, Medicare, HMO, POS, PPO & WC
- MEDITECH
- Data entry
- MDR System
- QNXT

LANGUAGES

Fully proficient in Spanish. Ability to translate from English to Spanish and vice-versa.

EDUCATION

International
1981 – 1983

Lycée Français – Bachelor's degree in Early Education
University of California Los Angeles (UCLA), Los Angeles, CA