

## **Nichole K. Crites, CMPE**

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### **EDUCATION:**

**Bachelor of Arts | 2019-2021 | The University of Alabama**

**Associates of Arts | 2008-2011 | Tarrant County College**

### **CERTIFICATIONS:**

**Board Certification | 2017-2018 | American College of Medical Practice Executives**

Board Certified Medical Practice Executive

**Certificate | 2013-2013 | American Society of Orthopedic Professionals**

Casting Certificate

**Certification | 2012-2013 | Medical Business Institute**

Medical Assistant Certification

**Certification | 2009-2010 | Integrity Management**

Chiropractic Assistant Certification

### **AWARDS AND RECOGNITION:**

**Presidents List | 2021 | The University of Alabama**

**Outstanding Work in Leadership Studies | 2021 | The University of Alabama**

**Best Companies to Work For | 2020 | Fort Worth Inc. Magazine**

Employee nominated and awarded to MediSource RCM leadership by Fort Worth Magazine publication.

**Mary Avis Todd Award | 2020 | The University of Alabama**

Outstanding work in Leadership and Community Studies

**Best Companies to Work For | 2018 | Fort Worth Inc. Magazine**

Employee nominated and awarded to DFW Center for Spinal Disorders leadership by Fort Worth Magazine publication.

**SPINE Hero | 2015 | Texas Back Institute**

Nominated by management and awarded "SPINE" Hero, the company's version of employee of the year, by the board of physicians.

**Employee of the Quarter | 2013 & 2014 | Lumin Health**

Nominated by peers and awarded by upper management

## **Outstanding Employee | 2010 | North Hills Chiropractic Health Center**

Recognized by the physician owner

### **EXPERIENCE:**

#### **Managing Partner | MediSource Revenue Cycle Management | Full Time 2016-Current**

- Maintain positive client relationships and drive new acquisitions
- Review and oversee all financial activities, performance, and documentation
- Payroll and benefits management
- Development and implementation of organizational goals, procedures, and policies
- Manage, monitor, and review business operations
- Staff recruiting, onboarding, and training
- Marketing and relationship management

#### **Chief Operating Officer | DFW Center for Spinal Disorders | Full Time 2016-2021**

- Coordinate the daily operations for 5 spine surgeons and 4 physician assistants who span 10 clinic locations
- Payroll and benefits management for 5 entities and 52 employees
- Development and implementation of operational policy and procedure
- Long term planning and new clinic development
- Physician onboarding
- Staff recruiting, onboarding, and training
- Marketing and relationship management
- Revenue cycle management
- Accounts payable and receivable
- Human resources management
- Business development
- Physician credentialing
- Implementation and maintenance of the HIPAA/OSHA compliance program
- Advanced understanding of eClinicalWorks, Oasis, TimeKeeper, Quickbooks, and First Data

#### **Operations Manager | Texas Back Institute | Full Time 2014-2016**

- Coordinate the daily operations for 3 spine surgeons and 2 physician assistants who span 5 clinic locations
- Payroll management for 17 employees
- Implementation of customer service training and protocol
- Development and implementation of operational policy and procedure
- Long term planning and new clinic development
- Staff recruiting, onboarding, and training
- Forging and maintaining strong relationships with physician referral sources
- Maintaining regular communication with surgical facilities and device representatives
- Billing, charge entry, and management of accounts aging

- Maintenance of the HIPAA/OSHA compliance program
- Advanced understanding of GE Centricity, Acusis, and First Data

**Director of Operations | Lumin Health | Full Time 2012-2014**

- Direction of the daily operations for 5 separate entities that spanned 12 locations throughout the Dallas/Fort Worth area
- Payroll and benefit management for 36 employees
- Implementation of operational protocol for specialties such as chiropractic, pain management, general orthopedics, orthopedic spine, podiatry, anesthesia, and physical therapy.
- Strategic development of new entities and clinic locations
- Physician onboarding
- Staff recruiting, onboarding, and training
- Management of the marketing department
- Management of the centralized call center
- Revenue cycle management
- Business development
- Physician credentialing and CAQH (historical physician profile) maintenance
- Maintenance of the HIPAA/OSHA compliance program
- Advanced understanding of GE Centricity, Cbay, and RealMed

**Practice Administrator | North Hills Chiropractic Health Center | Full Time 2008-2012**

- Supervision of daily operations
- Accounts receivable
- Payroll and benefit management for 8 employees
- Marketing
- Credentialing and CAQH (historical physician profile) management
- Materials Management
- Attorney and workers compensation case management
- Charge entry
- Maintenance of x-ray machine servicing, inspection, and certification
- Advanced understanding of Medisoft practice management software

