

Ashley Nichols

Cumberland, MD 21502

Email: Alnichols0888@gmail.com

Phone: 540-313-2659

[LinkedIn](#)

Professional Summary

With a proven track record in healthcare revenue management, I specialize in billing accuracy, compliance, and financial reporting. My experience across various healthcare settings has refined my ability to manage complex billing systems and uphold revenue integrity. Skilled with leading EHR systems such as EPIC and Cerner, I'm adept at optimizing healthcare processes for improved compliance and revenue generation. I excel in environments that require collaboration between clinical and administrative teams, enhancing operational efficiency. I am ready to advance into revenue integrity roles, bringing technical skills and a proactive approach to drive significant financial improvements in any healthcare setting.

Professional Skills

Billing Accuracy | Revenue Recovery | Compliance Monitoring | Data Management | Financial Reporting | Process Optimization | Claims Submission | Denial Management | Coding Compliance | HIPAA Privacy | Knowledge of CMS Rules & Regulations | ICD-10-CM | CPT | HCPCS | Charge Capture

Personal Skills

Analytical Thinking | Problem Solving | Detail-Oriented | Communication | Team Collaboration | Time Management | Decision Making | Adaptability | Regulatory Compliance | Customer Service

Systems

EPIC | Dr Chrono | Athena | MediTech | Cerner | MS Office Suite: Word, Excel and PowerPoint

Professional Experience

Johns Hopkins Health System | Revenue Cycle Coordinator

February 2023 to Present

- Streamlined the revenue cycle process to enhance the accuracy of billing, coding, and claims submission, significantly reducing error rates and improving financial performance.
- Analyzed revenue integrity issues and implemented solutions that increased revenue recovery and minimized financial losses.
- Collaborated with clinical and administrative departments to optimize processes and enhance revenue capture, aligning with healthcare financial best practices.
- Monitored industry regulations and updates to ensure compliance across all billing activities, safeguarding against potential financial penalties.
- Utilized EPIC EHR system to manage patient data and billing information, ensuring high data accuracy and supporting optimal revenue cycle management.
- Leveraged expertise in data entry to streamline billing processes and enhance revenue cycle management efficiency.
- Managed finance operations for revenue cycle coordination, improving overall financial performance and profitability.

Ensemble Health Partners | Accounts Receivable Specialist

September 2022 to February 2023

- Managed and tracked incoming payments, ensuring timely processing and accurate financial reporting.
- Resolved payment discrepancies through effective communication with clients, reducing outstanding balances.
- Generated accurate invoices and maintained precise financial records, enhancing financial accountability.
- Analyzed accounts receivable aging reports to prioritize and follow up on overdue payments, improving cash flow.
- Collaborated with billing and coding departments to refine billing processes and ensure compliance with industry standards, using the EPIC EHR system.

Capital Diagnostics LLC | Medical Billing Manager

February 2022 to August 2022

- Oversaw billing operations for COVID-19 testing, ensuring accurate and timely claims submission and optimizing reimbursement strategies.
- Managed denials and appeals processes, improving the overall revenue cycle performance and reducing financial losses.
- Ensured coding compliance with current regulations, minimizing the risk of audits and penalties.
- Resolved billing discrepancies and implemented corrective actions to prevent future issues.
- Streamlined claims submission processes to increase efficiency and reduce turnaround time for reimbursements.
- Demonstrate strong verbal and written communication skills, organizational skills, and attention to detail while maintaining confidentiality of patient information and effectively problem-solving in a process-driven environment.
- Utilized in-depth knowledge of CMS rules and regulations, as well as HIPAA compliance requirements, ensuring adherence to healthcare industry standards and protecting patient privacy and data security.
- Utilized key metrics to evaluate and enhance the performance of the revenue cycle team, leading to increased productivity.
- Conducted research on revenue cycle management strategies, leading to a significant increase in revenue and efficiency.

Corizon Health (Contractor for the State of Maryland) | Medical Records Clerk

August 2021 to February 2022

- Managed office operations and ensured the completion of medical charts, improving organizational efficiency.
- Facilitated the release of information requests, complying with legal and regulatory requirements.
- Supported internal and external communications, enhancing data flow and departmental coordination.
- Contributed to the improvement of healthcare delivery by ensuring timely and accurate data management.

ABEO Management Corp | Billing and A/R Specialist

November 2020 to August 2021

- Reviewed and notated accounts for follow-up actions, improving collection efforts and financial outcomes.
- Verified insurance coverage to ensure billing accuracy and minimize denials.
- Reconciled payments and adjusted accounts, ensuring accurate financial records and compliance with billing standards.
- Responded to inquiries from patients and insurance companies, providing clear communication and resolving issues promptly.

- Complied with all applicable laws and regulations regarding billing standards, maintaining high compliance and operational standards.

Gonzaga Interventional Pain Management | Medical Billing Specialist

December 2019 to November 2020

- Performed medical coding using ICD-10, CPT, and HCPCS codes, increasing billing accuracy and compliance.
- Delivered exceptional customer service, handling patient billing inquiries and enhancing patient satisfaction.
- Prepared and sent monthly billing statements, streamlining the payment process and reducing delays.
- Managed accounts receivable to ensure timely collections and maintain financial health.
- Utilized Dr. Chrono EHR to manage patient data and support efficient billing operations, ensuring data integrity and accessibility.

Education

Southern New Hampshire University

Bachelor's Degree in Health Information Management | 2024

Registered Health Information Administrator (RHIA) - Eligible

West Virginia Junior College

Associate's Degree in Medical Billing & Coding | 2019

Relevant Education

IHP 450: Healthcare Management and Finance | Southern New Hampshire University

Learned the concepts, principles, tools, finances, and strategies used in managing operations within a performance improvement model. Explored problem-solving and decision-making models along with tools and techniques for planning, organizing, directing, controlling, reporting, and improving the productivity and performance of resources within a healthcare department.

HCM 345: Healthcare Reimbursement | Southern New Hampshire University

Learned supply and demand theory, reimbursement systems, managed care, charge-master management, Case-mix management, DRG prospective payment, insurance, Medicare, Medicaid, governmental regulations, accessibility, eligibility, budgeting, and planning. Developed skills to use informational and research tools for effective management decisions.

Healthcare Data Security, Privacy, and Compliance - John Hopkins University via Coursera | 2/2025

Gained in-depth knowledge of key regulations and practical applications in protecting patient information and ensuring compliance within healthcare settings.

Professional Affiliations

Member of the National Society of Leadership and Success