

Jacquelyn Klein

Cincinnati, OH 45246

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Objective

Knowledgeable Operation Supervisor with over 20 years of experience bringing planning and problem-solving abilities. Focused on maximizing resource utilization to support scalable operations and increase bottom-line profitability. Organized and systematic with natural relationship-building and leadership talents.

Skills

Process improvement/implementation
Cross-functional Team Management
Training, Facilitation & Development
Strategic & Critical Thinker
Budgeting and Cost control
KPI Tracking

Medical Billing/Appeals
Performance Evaluation/Monitoring
Performance Improvement/Annual Review
Customer Service Management
Data Analysis/Management
Hiring and Onboarding

Work Experience

Sup Contact Center, Bon Secours Mercy Health

Cincinnati, OH Aug 2021 to present

- Mentoring, Coaching, QA tracking with direct reports
- Project Management Supervisor Guide, TL Development
- Metric review/reporting and tracking
- Development of direct reports, continual training
- Collaboration with peer groups and business partners
- Supported regulatory compliance by overseeing all audits to verify protocol adherence.

Beckett Spring Mental Health Hospital

West Chester, OH July 2022 to present

- Performed data entry tasks into various computer systems accurately and promptly.
- Ensured that all necessary forms were completed accurately prior to submitting them for processing.
- Ensured that all necessary paperwork was completed prior to appointments or discharges from the clinic and hospital setting.
- Provided emotional support to patients who are dealing with difficult diagnoses.
- Answered telephones and responded to patient inquiries regarding their health concerns.
- Modeled appropriate communication and problem-solving skills in crisis situations involving patients, family, or staff.
- Established trusting relationships with clients by demonstrating empathy and understanding towards them.
- Monitored vital signs, including pulse, respiration, and temperature, of psychiatric patients.

Sr Supervisor, STARTEK

Hamilton, OH February 2020 to August 2021

- Reviewed and assessed ongoing operations, developing initiatives for continuous process improvement.
- Mentoring, Coaching, QA tracking with direct reports
- Project Management overseeing Mentorship Development Program
- Financial Reporting and forecasting
- Business Partner support: Quality Development, WFM support
- Development of employee recognition programs
- Supported regulatory compliance by overseeing all audits to verify protocol adherence.
- Cultivated and strengthened client relationships.

Senior Supervisor, Sedgwick Inc.**Cincinnati, OH November 2016 to February 2020**

- Project Implementation/Process Improvement
- Reporting Service Center Stats, End of the Month reporting
- Mentoring direct/ indirect reports as a support in growth and development
- Evaluation of team competencies providing data towards growth for the team
- Cross training direct/indirect reports in 2 Bill Review skills -continued support to Bill Review team as needed.
- Internal and external third-party claims payment peer analysis systems to detect provider-billing trends

Team Lead, AssurRx Health**Mason, OH September 2015 to November 2016**

- Interact with providers and other medical professionals regarding billing and documentation policies, procedures, and regulations.
- Coding, and trending of non-compliant activities to enhance compliance proficiency and competency, understanding of standards and the consequences of non-compliance.
- Identify and resolve patient billing and payment issues.
- Prepare billing correspondence and maintain database to organize billing information; thereby increasing National/Regional payer appeal time for roll out to reconsideration.
- Diligently file and follow up on third party claims.
- Prepare patient charts, orders, and results of clinical labs and consent forms as necessary.

Team Lead (Vendor Support), Mercy Health**Mason, OH April 2014 to September 2015**

- Compiled necessary documents for surgical billing packages.
- Actively maintained current working knowledge of CPT and ICD-9 coding principles, government regulation, protocols, and third-party requirements regarding billing.
- Performed billing and coding procedures for ambulance, emergency room, inpatient and outpatient services.
- Knowledge of Medicare and Medicaid, Insurance Managed Care including documentation, coding, reimbursement methodologies
- Resolved patient billing discrepancies and payment disputes.

Team Lead/Facilitator, Vantiv (World Pay)**Cincinnati, OH October 2011 to April 2014**

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Cross-trained and served as back up to customer service managers.
- Assumed ownership over team productivity and managed workflow to meet and/or exceed quality serve goals.
- Trained staff on operating procedures and company services.
- Resolved associate, tool and service delivery issues revealed by statistical reports.
- Followed through on all critical inter-departmental escalations to increase customer retention rates.

Education

2022-present
1989-1993

Associates in Business Southern New Hampshire University
Milford High School Alumna

Certification/Continual Learning

- Leadership Training- Base Camp April 2017
- Speak/Sell/Compel September 2017
- Leadership Culture (Diversity and Inclusion as a leader) -Focusing on the Colleague
- July 2019 Mentoring
- Success Workshop October 2018

- CPI (Crisis Prevention Certified) July 2022
- CPR/First Aid July 2022
- BLS 10/2023