

Jeannie L Barbee

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Skills Profile

- Ability to work in high stress and ever-changing environments
- Exceptional human relations and communications skills
- Ability to collaborate and work in a team environment
- Excellent verbal and written communication skills
- Research, fact finding and analysis of complex systems
- Critical thinking, problem-solving and decision-making skills
- Solution oriented and highly organized
 - Research, develop and implement new processes
- Microsoft Excel, Word, PowerPoint and Outlook
- Recruitment and staff development
- Epic certified trainer and analyst
 - Research, testing, implementation and training
 - Creation/Implementation and training of workflows for multiple departments
 - Analyzing and prioritizing daily workflows and outstanding issues
 - Testing system functionality and identifying process improvements

Professional Experience

University of Utah Health Hospitals and Clinics 2022-current

IT Systems Analyst 2023 to current

- Responsible for formulating and defining system scope and objectives through research and fact finding to develop and modify complex information systems.
- Support a variety of departmental clinical applications as well as interfacing between a broad spectrum of hospital systems.
- Participate in meetings to discuss team and project related activities, issues, change, communications and updates. Present on project and operational updates as requested.
- Research and analyze new feature requests. Comprehend complex instructions and perform routine system maintenance tasks as needed.
- Document complete testing plan for validation and system build.
- Document data elements, data movement, interfacing applications and shared data elements.
- Build, test and troubleshoot complex application settings and features considering IT standards, technical requirements and ensuring the system meets business requirements.
- Completes project tasks on time, ensure quality outcomes and assess integrated impact.
- Mentor junior analysts with issue resolution and routine build tasks.
- Develop process controls and implement security processes for supported applications.
- Perform the execution and update of test scripts including unit, application and integrated test scripts.
- Maintain and create documentation as needed. Acting as a resource for end users and team members with regard to application utilization in context with workflows.
- Participates in stakeholder review, implementation documentation and communication planning.
- Works with training staff and instructional designer to guide build and implementation of training tips and lesson plans to support features and optimization of the system and workflows.

University of Utah Health Hospitals and Clinics

RCSS Supervisor 2022 to 2023

- Supervisor of Payment Integrity, payment and credit resolution. Serve as super-user and content expert.
- Lead tester for Epic updates, application and regression testing.

- Audits patient accounts and workqueues to ensure compliance with departmental and regulatory requirements, providing feedback on quality measures and proper documentation.
- Collaborate with staff on a regular basis regarding troubleshooting and problem resolution as needed.
- Coordinates with internal Finance, Systems Operations Support and/or payers for remit issues.
- Internal and external collaboration for the resolution of misdirected payments.
- Mentor and coach teams, ensure career development plans are in place for all members.
- Participates in meetings to discuss team and project related activities, issues, change, communications, and updates. Presents on updates as needed.
- Collaborate for design of processes to align with Epic standards.
- Ensures the integrity of unit workflow and outcomes align with business and industry standards.
- Implements innovative idea to improve unit/department processes.
- Tests, implements and trains staff on system and unit operational workflows.
- Create workflows, and tip sheets for Epic update and enhancement implementations.
- Increased posting automation from 89% to 95% utilizing system upgrades and collaboration with payers.

Carson Tahoe Health 2015-2022

***Epic Certified Trainer* 2019 to 2022**

- Was a main point of contact during Go Live planning and execution for CTH Epic implementation.
- Provide training to billing office staff on Epic functions pre and post go live.
- Schedule in person and video conferences to present and train new processes and updates in the payment, billing office, customer service, and registration workflows.
- Scheduled, lead and presented multiple meetings for go live planning, new hire and workflow training.
- Test system functionality to ensure appropriate outcomes. Identify trends and assist in process improvements based off industry and regulatory standards.
- Create training materials and review updates to ensure new information is provided to and understood by the teams. Train posting team and review accounts with billing and customer service teams to ensure workflow utilization, consistency and identify any areas for improvement.
- Assist Accounting in reconciliation reports, and standardizing GL strings for reporting accuracy.
- Work collaboratively with IT team on automation of electronic remit and bank reconciliation files.
- Created training manuals and workflows for all Epic implementations pre and post go-live for SBO office.
- Worked with CTH and Utah IT and analyst teams to implement many new features for CTH business office. Identify tech resources needed for implementation of improvements.
- Create tickets and work orders for updates and corrections to system functionalities.

Carson Tahoe Health

***Reimbursement Specialist* 2015 to 2022**

- Looked to as the problem solver for the billing office. Able to assist all areas when critical issues arise.
- Responsible for daily workflows of high priority items, payment posting and deposit reconciliation.
- Implementation of Epic cash management process for PB cash reconciliation.
- Create workflows, tip sheets, and training scripts and materials for multiple departments within the billing office.
- Created and set up paperless reconciliation process for HB and billing office cash posting. Implemented the secure importation of information from outside vendors and continually reviewed workflows for optimization opportunities.
- Ensure payment integrity utilizing system checks and peer review of accounts.
- Solely responsible for Epic software application testing on updates and changes prior to production. Resolution of credit balances, timely reconciliation of payments and daily balancing procedures.
- Work with third party to identify files needed for automation of remittance uploads.

- Helped create post remit load activity add on to RMO to externalize legacy payments in cash management.
- Worked with Epic Analysts, IT and Accounting team to automate Medicare Bad Debt cost report to ensure regulatory compliance and industry standards. Assist in PLB build for Medicare Bad Debt GL postings.
- Create work orders and ticketing for billing office enhancements and updates.
- Consult and review accounts with HB billing and SBO team to identify trends in payer contract errors.

CVS Pharmacy 2013-2022

Assistant Manager / Shift Supervisor / Pharmacy Technician

- Responsible for daily retail operations and meeting staffing needs.
- Customer Service, cash handling, deposits, petty cash, safe verifications, paid outs
- Invoice reconciliation, payroll, sales, pricing
- Responsible for adequate staffing of up to 20 associates between pharmacy and front end.
- Successfully fulfilled all requirements of a nationally certified pharmacy tech when staffing levels required additional assistance.
- Assisted with Epic EHR implementation in 2017.
- Assisted in implementing and training pharmacy and front-end staff new COVID and Epic workflows.