KaDedra Peterson

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**Profile and Qualification**

Client-service oriented professional with progressive experience in Finance, Healthcare Administration, Human Resources and technical support.

* Healthcare experience: Primary and Specialty Care Business line
  + Supervision of Operations, Information Technology (Revenue Cycle and Contracts), Human Resource functions, Finance (Budgeting), and Provider Enrollment, Authorization and Credentialing
* Finance experience: Strong background in audit and accounting of daily, monthly and quarterly reporting – Capital Expenditures, General Ledger entries, wire transfers, credit card/cash reconciliation, and self-pay fee scales
* Human Resource experience: Payroll Accountant, Employee Relations Representative
* Administrative experience: Director and Coordinator – Contracting, Practice Management and Physician Services
* Technical Aptitude: MS Office – Excel and Sharepoint modeling and reporting with several systems such as: Ariba, CPSI, NextGen, Allscripts, Genesis, Athena and Navinet, Sunrise EHR

**Education**

B.Sc. Business Administration, Accounting – Rider University, Lawrence, NJ 1994

**Experience**

Physician Services Coordinator: Provider Based Practices – Coordinated Health, Bethlehem, PA 2018

* Support for physician and provider recruitment in collaboration with Regional Providers and Service Line Leadership
* Provide candidates with information regarding compensation and production based on personally performed services
* Maintain onboarding dashboard with recruiting, including open positions, interviews and offers. Ensuring that triggers for all departments transition effectively at handoff
* Work with General Counsel with regards to Employment Agreements
* Provide support for Chief Physician Executive - attending Medical Executive Team meetings, overseeing credentialing and privileges
* Provide practice reporting and Development – generate provider reporting for volume, productivity and clinical quality. Tracking this data monthly, quarterly and annually.
* Calculation of provider bonus and timely payment release to physicians.
* Support strategic planning and physician practice growth
* Development of proformas, compensation offers, offer letter and input on physician employment agreements.
* Web-based Provider Compensation Software: Healthcare Administrators, Inc.

Interim Director, Physician Practices – Easton Hospital, Easton, PA 2015 – 2017

* Supervise Seventeen (17) practices with 54 physicians, inclusive of clinical and administrative support staff.
* Ensuring that performance reporting, incentive targets and objectives have been met.

KaDedra Peterson Resume Page 2

* Performing Root Cause Analysis with regards to patient and employee relations, and reporting findings to leadership
* Launch of call center – for nine (9) primary care offices. Getting in front of patient communications, preparation of local site with iT upgrades and phone communications, linking data to resource screen in order for staff to track their own performance. Measuring volumes.
* Develop provider recruitment and practice growth strategies
* Managing physician and advanced practitioner contracting – knowledge of Medical Group Management Association (MGMA) and Sullivan, Cotter, and Associates compensation surveys
* Production of score cards to Senior Leadership for practice and physician assessment
* Work with credentialing, scheduling, billing, and insurance carriers to ensure all credentials of physician are complete and physician has required documents prior to start date.

Revenue Cycle - Director, Keystone Division, Allentown, PA (temporary) 2014 - 2015

• Perform daily and weekly Account Analysis and Trending, reporting to Executives and Board of Directors.

• Oversee and execute a broad range of activities including: AR, Payor Contracting and Credentialing,

• Provider Services oversight of Claims adjudication and EDI web processing, AP Processing, Credit Card and Cash Refund;

• Portal configurations, eligibility and benefits for state and grant funded clients,

• Recruitment and competency testing for incoming employees, annual review process rollout and policy application;

• Led implementation of new software to NextGen.

Senior Accountant, Family Guidance Center, Washington, NJ (temporary) 2013 - 2014

• General ledger maintenance, inter-company ledgers, bank accounts, advances, prepaid expenses, inventories, fixed assets;

• Construction-In-Progress, Personal and Real Property, taxes;

• Payroll account maintenance – responsible for monitoring bank transactions and perform monthly reconciliation. Prepare Income Statements, Budget Matrix, Audit Confirmations, and loan payments;

• Perform Electronic wire transfers and accounts receivable tracking;

• Implement policies and procedure and maintenance for client, manage employee account reimbursements;

• Submission of State of NJ Dept. of Labor reporting and tax preparation;

* Cash Flow Analysis, Revenue Accounting and Patient Accounting.

Revenue Accountant, Lehigh Valley Health Network, Allentown, PA 2002-2013

• Management of Psychiatric outpatient specialties

• Revenue cycle management - aged trial Balances, patient charge entry and billing, and reduction in account write offs;

• Collection and bad debt account resolution – participation in fair hearing appeals and internal insurance audits;

* Trend analysis tracking projects

• Trainer – presentations employer based electronic health records, data sensitivity, how to reduce write-off, working to increase customer service satisfaction post survey results;

• Super user and report writer - Sharepoint;

• Trend analysis: billing and monitoring on monthly basis;

• Accuro- Revenue Cycle Policy and Procedures, referrals, and trainings;

• Created and manipulated custom reports and analyses in Sharepoint;

KaDedra Peterson Resume Page 3

Project Accomplishments -Lehigh Valley Health Network Allentown, PA 2002 – 2013

• On-boarded by group practice in the red to assess three (3) operable programs – Diagnosed the root cause of loss was financial reimbursement issues from all but two (2) of 78 insurance carriers; trained all levels of the organization in key areas with regards to expectations for reimbursement, implemented coding analysis deficiencies - reimbursement improved dramatically.

• Helped organization successfully turnaround the programs, transitioning from lost revenue at $.5M, to a recovery of $1.5M;

• Subsequently entrusted with accounting for the entire division, including 11 different entities

Junior Accountant - Payroll Manager Triton Services, Inc. Electronics Division Easton, PA 2000 – 2002

• Management of GL reporting and reconciliation on Genesis/PeopleSoft system, month end close, journal entries, daily deposits analysis, preparation of financial statements, bank wire transfers, statistical analysis for payroll, wage processing for direct and indirect employees.

• Responsible for quarterly and annual tax payments, including garnishments for state agencies; instrumental in wage forecasting.

• Union representation and interaction for Administration regarding internal audits.

• Preparation of accounts payable and receivable accounts for Controller. Determined critical reporting and workflow for cost, accounts payable and accounts receivable staff.

APPLICATIONS AND SOFTWARE EXPERIENCE

Athena, Accuro, Sharepoint, Centricity Enterprise/CPO, CareLogic, NextGen, Genesis, PeopleSoft, OneSource, McKesson, Lotus, Lawson, HPM-Horizon Performance Management, NextGen, PassPort, IntelliSource, Taleo, Ulti-Pro, IDX-Integrated Data Exchange, HBI-Horizon Business Insight, eLearning, ePrescribe, Navicure and Navinet. MS Office Suite-Proficient in Excel, Word, Powerpoint.

REFERENCES

Superior references available.