
ARDEN SCHWENKER

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PROFESSIONAL SUMMARY

Focused Director of Operations with over 20 years of success in designing customer-oriented programs and developing high performing service-oriented teams. Accomplished in working with organizational leaders and medical practices to establish business goals and devise strategies driving revenue generation and business growth. Proven track record in creating scalable customer service operations infrastructures to nurture relationships with customers.

SKILLS

- Strategic planning and execution
- Process improvements
- Operations Oversight
- Staff Management
- Practice Management
- Revenue Cycle Management
- CPT/HCPCS/ICD-10 Billing and Coding
- HIPAA/Fraud Waste and Abuse Compliance
- Medicare/Medicaid/Commercial Insurance Laws
- Practice Management/EMR/EHR Software
- QuickBooks Accounting and Payroll
- Microsoft Office 365
- Human Resources
- Staff training/development

WORK HISTORY

Director of Operations, 10/2010 to 06/2021

Larsen Billing Service, LLC – Remote, UT

- Improved operational procedures to increase efficiency and profitability while tightly controlling costs.
- Collaborated with management and fellow supervisors to organize efficient operations and increase profit margins.
- Leveraged innovative tools and methodologies to improve performance and drive strategic initiatives.
- Performed risk management, internal audits and employee interviews on compliance issues for investigation and resolution.
- Implemented improvement initiatives and developed compliance testing program to monitor and identify gaps in new and existing practices.
- Created policies and programs to encourage managers and employees to report suspected fraud and other improprieties, without fear of retaliation.
- Researched learning topics and drafted scripts and documentation, produced videos, tracked attendance and implemented audits.
- Drove system improvement efforts from concept to completion while strategically managing outside vendors.
- Scheduled and conducted evaluations of company policies, procedures and internal control structures.
- Counseled department heads and healthcare providers regarding compliance risks and standards.

- Improved company policies and standards to outline ethical, safe and efficient procedures.
- Identified potential areas of compliance vulnerability and risk to develop and implement corrective action plans.
- Researched and compiled statistical data to support cost control and care improvement initiatives.
- Drove operational improvements for midwifery and birth center clients which resulted in savings and improved profit margins.
- Managed team of over 50 employees, overseeing hiring, training, and professional growth of employees.
- Orchestrated day-to-day operations of billing department, including medical coding, payment posting, accounts receivables and collections.
- Participated in workshops and other training opportunities to remain current on billing procedures, regulations and industry updates.
- Complied with all HIPAA Privacy and Security Regulations to protect patients' medical records and information.
- Reviewed patient diagnosis codes to verify accuracy and completeness.
- Trained new employees on multiple medical billing programs and data entry software.
- Prevented financial delinquencies by working closely with managers to resolve billing issues before becoming unmanageable.
- Guarded against fraud and abuse by verifying all coded data accurately reflected services provided.

Director of Operations, 01/2007 to 07/2010

EMS Detergent Services – North Liberty, IA

- Defined, implemented and revised operational policies and guidelines.
- Oversaw day-to-day production activities in accordance with business objectives.
- Kept up-to-date with industry trends and identified areas of opportunity to drive improvements.
- Managed budgets, appointment scheduling, employee and event itineraries and accounts to improve productivity initiatives.
- Compared vendor prices and negotiated for optimal savings.
- Oversaw quality control and productivity rates to increase revenue and production times.
- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Maintained compliance with DOT regulations, accurately documenting driver qualifications, permits and equipment information.
- Monitored and maintained high level of on-time delivery reliability service and performance
- Closely monitored operations and performed regular safety audits for adherence to administrative policies and compliance regulations.

EDUCATION

Bachelor of Arts: English And Finance

University of Iowa - Iowa City, IA

Certified Professional Compliance Officer

AAPC