



VIVIAN DUNBAR

Patient Access Supervisor

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PROFILE

Bringing 12 years of patient access experience, including supervision of 8 registration staff processing 107 daily check-ins across 2 clinic locations. Reduced billing errors by 49.1% by implementing a pre-submission charge audit in Epic that flagged mismatched CPT and ICD-10 codes before claims left the department. Skilled in Microsoft Excel reporting, HIPAA compliance, insurance eligibility verification, and staff training.

KEY SKILLS

- Epic
- Microsoft Excel
- ICD-10 and CPT Coding
- HIPAA Privacy Regulations
- HCPCS
- Staff Training and Onboarding
- Insurance Eligibility Verification
- Multi-line Phone Systems
- Microsoft Outlook
- Charge Auditing

PROFESSIONAL EXPERIENCE

Patient Access Supervisor

Kittitas Valley Health Partners, Ellensburg, WA | 2020 - Present

- Reduced billing errors by 49.1% within 8 months by implementing a pre-submission charge audit in Epic that flagged mismatched CPT and ICD-10 codes before claims left the department.
- Cut patient onboarding time from 18 minutes to 9 minutes per encounter by redesigning the intake workflow and adding a self-service kiosk for demographic confirmation.
- Achieved 0 findings on 3 consecutive annual HIPAA compliance audits by conducting monthly privacy walk-throughs and retraining 8 registration staff on access controls.
- Supervised daily operations for a team of 8 patient access representatives processing 107 check-ins per day across 2 clinic locations.
- Developed a billing error tracking dashboard in Microsoft Excel that identified the top 5 denial root causes each quarter, driving targeted retraining sessions.

Senior Patient Service Representative

Cascade Foothills Medical Clinic, Cle Elum, WA | 2016 - 2020

- Decreased billing errors from 14 to 11 per month by verifying insurance plan codes and CPT modifiers against payer guidelines before batch submission.
- Shortened new-patient onboarding time by 7 minutes by pre-loading demographic templates in Epic for recurring referral sources.
- Prepared the department for a HIPAA compliance audit by updating 23 policy documents and retraining staff, resulting in 1 minor finding corrected within 48 hours.
- Compiled a weekly billing discrepancy report in Microsoft Excel that tracked error patterns across 6 payers for the department manager.

Patient Service Representative

Yakima Ridge Family Medicine, Yakima, WA | 2014 - 2016

- Identified and corrected an average of 6 billing errors per week by cross-referencing patient encounter forms with Epic charge entries before end-of-day close.
- Completed new-patient onboarding paperwork in an average of 13 minutes per visit, collecting consent forms, photo ID, and insurance cards.
- Supported HIPAA compliance by logging access disclosures and maintaining release-of-information records for 2 audit cycles with 0 findings.

EDUCATION

Public Health, BS in Population Health Specialization

Central Washington University, Ellensburg, WA | 2010 - 2014