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| **amanda** Olley |
| **OBJECTIVE**  To obtain a healthcare position within an organization that will benefit from my comprehensive experience and strong administrative, financial, analytical and supervisory skills. |

# Experience

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| 11/2019 - PRESENTEHR SYSTEMS ANALYST II, **geisinger health system** Work to configure, design, support, modify, and troubleshoot in the Cadence, Prelude, and Welcome modules of EPIC. Responsibilities include troubleshooting issues, issue resolution, application maintenance, build, and testing. Work collaboratively with other members of the Health Information Technology team and members of the health care system. Take call intermittently throughout the year as scheduled and during upgrades and assist members of the organization with general questions about EPIC. Oversee and manage patient-entered questionnaires, e-signature forms, and copay collection through the Welcome application on IOS and Windows devices. Responsible for kiosk build, analysis, and testing. Build, analyze, and test Patient, Appointment Requests, Referral, and Resolute related work queues. 08/03/2015 - 11/2019Patient financial counselor, **geisinger health system** Act as a liaison for Geisinger Health System, Evangelical Community Hospital, and Bucknell University community. Work closely with Bucknell University administration to implement domestic and international student health insurance plan offerings for student body. Assist Evangelical Community Hospital revenue cycle department with billing and collection issues. Daily interaction with health center providers, students and parents regarding referrals, plan benefits and billing questions. Main point of contact for athletic administration regarding athletic injuries, testing and insurance processing. Provide education and updates to student health center patient access representatives on changes and updates from Revenue Management. Currently responsible for working on ePremis claims, TES edits, and managing accounts receivable including but not limited to, Blue Cross Blue Shield, Commercial, Medicare, and Medicaid plans.  Responsible for correspondence with health insurance carriers and posting zero dollar payments.  Assisted in creating and updating the athletic claims policy for Revenue Management. |
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# Education

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| may 2001BACHELOR’S degree, old dominion university Bachelor of Science in Education, with a minor in Special Education (BS) |
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# Skills/PROFICIENCY

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| * EPIC Proficiency Certificate Cadence * EPIC Proficiency Certificate Prelude * Epic Proficiency Certificate Welcome * EPIC Usability Badge * EPIC Data Courier Badge * Navinet * MS Office (Word, PowerPoint, Excel, Publisher, OneNote, Outlook) * Sharepoint | * ePremis * SIEMANS * IDX, IDX Term |

# Activities/ASSOCIATIONS

* Virginia State Teaching License 2003-2006
* Pennsylvania State Broker’s License 2015-2016
* Member of Geisinger G-Pride group
* EPIC Proficiency Cadence, Prelude, and Welcome
* Certified Revenue Cycle Representative