

BRANDI DUDLEY

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SUMMARY

Detail-oriented administrative healthcare professional with nine years of experience providing efficient office support to enhance company operations. Organized, friendly, and always willing to go above and beyond. Strong foundational knowledge of managing medical settings, provider credentialing, quality assurance, compliance, insurance and billing, budget strategies, human resource functions, and COVID safety protocols.

Relevant Skills: Microsoft Word and Excel, EPIC, Electronic Health Records, HIPAA, Medicare and Medicaid, Medical Terminology

EDUCATION

University of Phoenix, Phoenix, AZ
Bachelor of Science, Health Administration
GPA: 3.92

December 2013

PROFESSIONAL EXPERIENCE

Destiny Springs Healthcare, Phoenix, AZ
COVID Testing Coordinator

March 2016 - Present
May 2020 - Present

- Oversee the entire process of (COVID) result labs, from lab collection at testing clinics, through notifying patients of results and necessarily reporting to AZ Department of Health
- Develop quality assurance procedures for all stages of the lab resulting process
- Supervise 110 employees involved in test result process, including data entry, epidemiologists, and phone results staff
- Ensure all test results are delivered to patients in a timely and accurate manner; within 24-48 hours
- Provide daily and weekly reports of status of test results and QA process
- Develop protocols for resulting process and amend as necessary in collaboration with the AZ Department of Health
- Coordinate with testing clinics, case investigation, and other internal and external partners
- Coordinate use of electronic result delivery through apps and text messages
- Understand the lab resulting process from each lab used to process results, and develop a method for results to be made available to staff providing results to patients
- Ensure methods are HIPAA compliant

Compliance Coordinator

March 2016 – May 2020

- Oversaw administrative tasks for the Quality and Compliance department comprised of 50 employees, including provider correspondence, data entry, and document management of provider credentialing profiles
- Verified provider credentials using Primary Source Verification methods approved by NCQA standards, for initial credentialing and recredentialing
- Tracked progress of provider credentialing statuses and outstanding documents for 200+ providers
- Effectively responded to inquiries from internal and external stakeholders and resolve issues related to the credentialing and quality process with 95% satisfaction rate

- Communicated with mental health providers in an efficient, professional, and prompt manner within 24 business hours
- Updated internal databases in real time with detailed, pertinent information
- Assisted with the creation of Primary Source Verification (PSV) forms reducing verification time by 40%
- Prepared and distributed approval letters for newly privileged providers
- Followed up accordingly with external institutions for completion of provider credentialing profiles
- Generated non-compliance reports with 60-day parameter to become compliant
- Performed internal and external audits, reduced errors by 30%
- Assisted with ad hoc operational efficiency projects as needed by the Quality & Compliance Manager

Adelante Health, Phoenix, AZ

January 2014 - February 2016

Healthcare Compliance Manager/ Privacy Officer

- Identified areas of risk and managed and assisted in the development of risk mitigation plans to help build upon Adelante Health's culture of compliance
- Communicated compliance updates to Board of Directors' and Management Compliance Committees
- Provided day-to-day compliance guidance and advice to business partners, working with legal, corporate compliance and regulatory colleagues
- Assessed training needs, developed training programs, and evaluated programs' effectiveness solutions to meet compliance requirements
- Demonstrated a solid understanding of US healthcare compliance laws and regulations and US and international anti-corruption laws and regulations
- Knowledge of Stark, Anti-Kickback, HIPAA, HITECH, and state privacy laws
- Reviewed, and where appropriate, acted in response to reports of noncompliance. This included a leading role in establishing and implementing remedial activities for specific local HCC audit findings or other potential risk areas and interacting and following through with applicable departments and functional heads for corrective actions, preventive actions, and implementation
- Oversaw internal investigations of ethics and healthcare compliance violations
- Ensured employee compliance with the healthcare compliance and business ethics policies and guidelines.
- Established routine internal and external communications regarding Healthcare Compliance Program
- Maintained a strong awareness of existing laws and regulations affecting AHC while keeping abreast of current changes. Informed employees of compliance matters through personal initiatives, seminars, training programs, peer contact, and other education efforts

VOLUNTEER EXPERIENCE

Mentor, Arizona Friends of Foster Children Foundation

2016 – Present

Adoption Counselor, Arizona Animal Welfare League & SPCA

2011 – Present