

# TAMI MARIE

971-353-3054

welieverfamily3@gmail.com

## SENIOR BUSINESS MANAGER

### Business Development | Office Leadership | Revenue Growth

Comprehensive background in all aspects of business leadership including business development, marketing, staff training, recruiting and budget control. A proven track record of providing organizations with the strategies and expertise necessary to drive expansion and client acquisition. Skilled in providing staff with the leadership, tools and development necessary to achieve business goals.

- Business Development
- Marketing Strategies
- Budget Control
- Staff Training and Development
- Compliance Control
- Performance Monitoring
- Recruiting Lifecycle
- Office Support
- Time Management
- Organizational Skills
- Process Improvement
- Client Retention

## PROFESSIONAL EXPERIENCE

**Brookside Dental**, Clackamas, OR

June 2020 to Current

*Financial Coordinator/Office Coordinator*

- Responsible for all dental insurance billing, coding and posting of insurance payments.
- Implemented a treatment presentation system for better case acceptance with an average of 86% case acceptance.
- Implemented a re-care protocol and system within hygiene for stronger scheduling and ensuring future appointments.
- Provided comprehensive treatment plans and detailed explanation of treatment proposed to patients
- Managed all Account Receivable with an average of 98% monthly collection rate or higher.
- Managed all Account Payable for the practice.
- Built and maintained rapport with patients and team members.
- Managed daily flow and operations of the practice.

**Chiropractic Clinic**, Portland, OR

August 2019 to May 2020

*Office Manager/Medical Biller*

- Manage Clinic consisting of 3 Chiropractor, 4 massage therapists and 1 Naturopathic doctor who did our acupuncture treatments.
- Cleaned up AR, patient back balances, delinquent accounts, unpaid claims and liens. Making a substantial impact within the first 30 days of starting.
- Communicated with patients regarding account balances and back balance. Set up payment plans for previous large back balances that were never collected.
- Responsible for medical billing for all providers, ensuring accurate posting and SOAP notes.
- Developed in house auditing to ensure proper billing, posting and following of state and federal guidelines.
- Communicated with claims adjusters, attorneys and insurance companies for timely and proper payment.
- Responsible for credentialing and updating all providers with insurance companies.
- Trained front desk/receptionist on obtaining insurance breakdowns, collecting copays vs. coinsurance amounts and how to talk with patients about financial obligations.
- Set up and conducted monthly team meetings. Set up and conducted weekly meetings with front desk to ensure proper adherence of clinic policies and procedures.
- Experience with Chiro Touch, Office Ally, QuickBooks, ICD-9 and ICD-10, CPT and Medicare/Medicaid coding/billing.

**DMX of Vancouver**, Vancouver, WA

Feb 2014 – July 2018

*Clinic Development/Business Manager*

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- Develop and successfully execute effective strategies designed to drive business development and patient acquisition through marketing, system development and process improvements.
- Drove efficiency, oversight, and accountability through the introduction and management of systems utilized for clinic management.
- Implemented Office Ally to assist with practice management and billing processing.
- Provided control and oversight for Accounts Receivable through the completion of all billing and client follow up.
- Coordinated with insurance companies to determine benefits, coverage, and pre-authorizations based on patients' individual needs and requirements.
- Minimized any lost funds or payments through the establishment of a lien system on delinquent accounts.

**Dental Services LLC, Portland, OR**  
*Clinic Manager*

February 2015 – April 2017

- Provided comprehensive leadership and support for a clinic consisting of over 40 staff including dentists, oral surgeons, perio, ortho and pediatric dentistry.
- Ensured the timely completion of all office operations including recruitment, work flow, development and scheduling for over 9 dentists and 5 hygienists.
- 19 operatory clinic
- Created effective resolutions for any patient queries regarding insurance and accounts as well as any conflicts which arose.
- Led staff to generate over \$350K revenue per month through process improvements and developing new processes to maximize production per hour for all provider.
- Increased patient show rate, productivity and unique patient encounters through the evolution of the front office receptionist position into a team of individual schedulers.
- Regularly monitored operations and processing to ensure complete compliance with relevant state laws, OSHA, HIPAA and organizational standards.

**Access Health Centers, Inc., Beaverton/Portland, OR**  
*Business Manager*

September 2012 – September 2013

- Led the migration from a 3<sup>rd</sup> party biller to an in-house system which created a yearly savings of \$60K.
- Assessed the needs of the organization and past performance prior to the development and monitoring of budgets for payroll, marketing, and growth.
- Empowered staff to succeed through the delivery of comprehensive training and the creation of an Organizational Chart for the corporation.
- Authored and introduced a Living Office Manual and a Compliance Manual concerning all office policies, procedures, and guidelines for Medicare, Oregon Utilization Guidelines, and billing.
- Created keen insights into employee performance and areas of improvement through the implementation and monitoring of daily, weekly, and monthly performance metrics for all positions.
- Directly controlled the final sign off on decisions regarding renewals for marketing and vendor contracting.
- Established a Reception/Scheduling position to more efficiently provide block books for 2 doctors and 4 LMTs.

**Beaverton Oral Surgeons**  
*Office Manager/Marketing Coordinator*

March 2011 – May 2012

- Provided leadership and direction for a staff of 28 including 2 RNs and an onsite bookkeeper.

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- Created new opportunities through the establishment and maintenance of the clinics branding within the community and referring offices.
- Established and facilitated the completion of clear, long term goals.
- Ensured the timely completion of all HR operations through the delivery of effective solutions and all required documentation.
- Coordinated and executed weekly meetings designed to drive communication and cohesion with the owners.
- Collaborated with the clinic's CPA firm during the preparation of monthly financial reports.
- Maintained accurate records of all licensing and credentials for surgical assistants, RNs, and surgeons.
- Directly increased production in 2011 over 2009 and 2010 through the implementation of system management by teaching proper scheduling techniques and filling any holes in the schedule immediately.

**Marat Tselnik DDS, LLC, West Linn, OR**  
*Practice Manager/Marketing Director*

March 2008 – June 2010

- Developed and launched a marketing program which expanded the provider referral base by 30% through the integration of business to business marketing.
- Created an effective system of tracking referrals and contacts with referring offices.
- Increased production by more than 15% from 2008 to 2009 through building the referral base and optimizing scheduling procedures.

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## EDUCATION & CREDENTIALS

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Exercise Science, Glendale Community College, Glendale, AZ, 2002

**Certified PT**, National Academy of Sports Medicine

**Pilates Certified**

**Johnny G. Spin Certified**

**G.C.C. Creative Writing Group Member**