



JAMES J. FIORENTINI
MAYOR

**CITY OF HAVERHILL
MASSACHUSETTS**

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January 11, 2012

City Council President John Michitson
& Members of the City Council

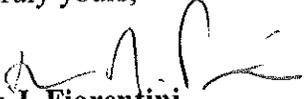
RE: Mayor's Downtown Master Committee

Dear Council President & Members of the City Council:

I hereby appoint Candice Hoover of 8 Lincolnshire Dr., to the Mayor's Downtown and Waterfront Master Planning Committee:

This is a non-confirming appointment which takes effect immediately.

Very truly yours,


James J. Fiorentini
Mayor

JJF/lk

Cc: William Pillsbury
Candice Hoover

Candice K. Hoover

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SUMMARY

- Customer focused with strong communication, problem solving, decision making, analytical, and leadership skills.
- Highly effective in leading initiatives and facilitating change by building communication and consensus within a cross-functional team and providing people with the focus to achieve goals.
- Produced multi-million dollar revenue streams.
- Coached, mentored, and led a team of 12 A/R and Payables Specialists.
- Extensive knowledge of Medicare, Medicaid, and third party insurance benefits, regulations, and administration.

EDUCATION

NORTHEASTERN UNIVERSITY, Boston, MA
Completed 132 credits towards Bachelor of Science in English

SKILLS

Microsoft Office (Excel, Word, Outlook, PowerPoint), Genecare, Sales Vision, Net-Trac

AREAS OF EXPERTISE

- Client Relations
- Training and Development
- Account Management
- Strategic Planning
- Health Insurance Expert
- Billing and Accounts Receivable Management

Client Relations and Development

- Conducted presentations and developed strong alliances with clinical staff and management to continually build referral pipeline, piloted new benefit programs, increased service offerings and revenue.
- Successfully penetrated historically resistant accounts and increased regional sales by 50%; earned top five national ranking out of 60 Account Executives in 2003 and 2004.
- Oversaw implementation, administration, and growth of Medicare and Medicaid funded programs within 50 skilled nursing facilities.

Organizing and Coordinating

- Effectively led reorganization initiatives to turnaround unprofitable organizations by establishing collection procedures and introducing new technology to increase financial tracking and control capabilities.
- Built consultative relationships and facilitated change by building communication and consensus within cross-functional teams.
- Created and chaired users groups to identify system issues and directed IT solutions and priorities.

Billing and Administration

- Designed and executed aggressive billing and collections policy and procedures to optimize revenue collection.
- Supervised daily office operations including office administration, staffing, training, and motivating teams to be self-sufficient and regularly exceed goals.
- Analyzed and assessed statistical data and compiled weekly, monthly, and annual projection reports to improve organizational performance and lower costs.
- Reduced and maintained average days outstanding below 45 days.
- Directed billing and collection of \$22M in annual Medicare, Medicaid, and third party liability receivables.

EXPERIENCE

2010 To Present

Courtyard Nursing Care Center

Business Office Manager

- Direct and oversee billing and collection of Medicare, Medicaid, and third party liability receivables for 224 bed skilled nursing facility, including the hiring, training, mentoring, and supervision of 4 administrative support staff.
- Manage all A/R processes, including billing, cash reconciliation, processing of adjustments/refunds, review and correction of edits, and resolution of G/L variances.
- Office responsibilities include the hiring, training, mentoring, and supervision of 4 administrative support and billing/collections staff.

2009

Hospice of the North Shore

Provider Relations Coordinator

- Proactively identified, established, and nurtured positive, responsive working relationships with new and assigned accounts to generate more patient referrals and increase revenue for this non-profit hospice organization.

2002 To 2008

Evercare/United Healthcare

Account Executive

- Led initiatives to introduce, integrate, and grow Medicare and Medicaid funded programs administered by United Healthcare Insurance Company within 50 long term care facilities.
- Established strong alliances with clinical staff and management; conducted educational presentations for staff and families.
- Increased regional sales by 50%.

1996 To 2002

Lighthouse Nursing Care Center

Business Manager

- Directed reorganization to turn around this unprofitable skilled nursing facility by implementing new policy and procedures, data collection tools, and new technology to optimize clean claim submission and maximize revenue income.
- Supervised and trained staff of 8 administrative personnel.
- Reduced and maintained average days outstanding to less than 45 days.

1993 To 1996

Haverhill Manor Nursing Home

Accounts Receivable Manager

- Managed billing and collection of Medicare, Medicaid, and third party liability receivables for this 100 bed skilled nursing facility.
- Prepared all A/R and GL entries in addition to generating financial reports and documentation for Medicare cost report.

1986 To 1992

Insta-Care Pharmacy Services

Accounts Receivable Manager

- Oversaw billing and collection of \$22M in annual Medicare and Medicaid revenue.
- Hired, trained, and supervised 12 billing specialists.
- Increased profitability by streamlining and optimizing billing systems.
- Key contributor to successful implementation, customization, and testing of new operating system.

Candice Hoover's Personal References

Karen Shehade

Government Programs Director
Blue Cross Blue Shield of MA
617-246-5502

Patricia Egan

Business Development Executive
Partners Home Care
508-843-3075

Paul Mahoney

Executive Director
Rosewood Nursing and Rehab Center
978-535-8700

Julian Rich

Executive Director
Penacook Place Nursing and Rehab Center
978-374-0707