

ABIGAIL STAFFORD

Operational Revenue Cycle Consultant · Epic Wave Implementation · Reporting Automation & KPI Governance

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PROFESSIONAL SUMMARY

Revenue cycle operations and analytics leader with 13+ years supporting hospital and physician billing, denials/underpayments, and managed-care contract performance. Currently embedded on Northwell Health's \$1.2B Epic Wave program, owning the Master Wave File (system of record) for Revenue Cycle Waves 1–4 and enabling go-live readiness execution for 10,000+ employees, contractors, and vendors. Strong track record establishing operational controls (standards, validation, QA, and change control), building the reporting cadence leaders rely on, and partnering across Revenue Cycle, training, IT, HR, and vendors to remove barriers and reduce readiness risk. Lead and mentor analysts while driving standardization and automation that reduces manual effort and improves speed, accuracy, and accountability.

CORE COMPETENCIES

- Revenue Cycle Operations; Denials/Underpayments; Net Revenue Improvement; Managed-Care Contract Analytics
- Process Improvement; Operating Cadence & Executive Communication; KPI Governance, QA & Change Control
- Epic Go-Live Readiness Execution; Workforce Readiness & Training Reporting; Risk/Issue Identification & Escalation
- Cross-Functional Stakeholder Management; Team Leadership & Mentoring; Automation (Python/VBA/Office Scripts) & SQL

PROFESSIONAL EXPERIENCE

Operational Revenue Cycle Consultant | Northwell Health (via Healthcare IT Leaders) — Remote May 2025 – Present

- Own and maintain the enterprise **Master Epic Wave File** (system of record) for Revenue Cycle Waves 1–4 — processing and validating job roles for **10,000+ employees, contractors, and vendors** to ensure accurate training assignments, system access, and go-live readiness.
- Partner with the Sr. Director, AVP, and VPs in governance forums — bringing real-time findings, risks, and recommendations that drive readiness decisions and operational prioritization.
- Establish tracking standards and validation controls across **120+ business units, 130+ department locations, 400+ job titles, 250+ job roles, and 70+ onshore/offshore vendor types**, resolving exceptions and reducing readiness risk by ensuring accurate registration and security access by location and role.
- Design and automate the **Wave–Job Role Change Report**, tracking 100k+ change metrics by leader, wave, and job role to enable workforce planning, exception management, and readiness decision-making.
- Engineer **twice-daily automated unregistered/no-show reporting** with predictive class-placement recommendations based on seat availability and risk signals, supporting daily operational huddles, escalation, and course-correction.
- Turn a multi-day manual process into real-time decision support, **reducing Registration Team effort by 50%+.**
- Build and govern the **Executive Epic Power BI KPI Dashboard** and **Automated Class Placement tool** used daily by Revenue Cycle executives to manage readiness, staffing transitions, and operational performance.
- Own KPI definitions, QA, and change control to keep executive reporting consistent and auditable; integrate data across Epic, HR, MVP, and Cornerstone with defined checks and data integrity controls.
- Lead and mentor a team of **two analysts**, setting priorities, QA standards, and delivery timelines for executive reporting.
- Architect Python/VBA/Office Scripts automations that standardize workflows and deliver daily executive status outputs with sub-30-minute turnaround.

Healthcare Data Analyst | Sentara Healthcare — Remote Oct 2022 – May 2025

- Served as the SME for underpayment and overpayment root-cause analysis; identified discrepancies on both hospital and payer sides and led settlements that recovered lost revenue.
- Built real-time KPI reporting and executive dashboards in advanced Excel (Power Query, Pivot Tables, complex formulas) and SQL Server; partnered with leadership to define metrics, reporting cadence, and accountability for revenue cycle and managed-care operations.
- Reviewed fee schedules, DRG rates, and managed-care contracts to verify claim processing accuracy; executed annual rate adjustments and advised cross-functional teams on Medicare, Medicaid, Medicare Advantage, and commercial payer compliance.
- Performed segmentation analysis by service type, product, and ownership; leveraged QNXT, NetworX Modeler, Contract Manager, and Jira to streamline analytical workflows.

Senior Consultant | Eclipse Insights (Huron) — Remote

May 2024 – Dec 2024 (Concurrent)

- Advised CEOs and CFOs through end-to-end revenue cycle assessments, synthesizing findings into strategic recommendations and implementation roadmaps to improve financial performance.
- Led staffing evaluations to align resource allocation to volume, productivity targets, and industry benchmarks.
- Assessed healthcare technology stacks and recommended system enhancements; built benefit-tracking tools, contract matrices, and SQL-driven analytics to quantify financial impact.

Contract Analyst | FinThrive — Remote

Nov 2019 – Jul 2022

- Led four go-live implementations of the FinThrive contract management platform across 20+ healthcare facilities in NM, GA, TN, TX, AK, OK, PA, and LA.
- Translated complex managed-care contracts into system parameters for Medicare, Medicaid, VA, HMO, PPO, EPO, Workers' Comp, and other payers, ensuring accurate claim adjudication and reimbursement.
- Conducted financial modeling to support managed-care contract negotiations; built custom data fields, screens, templates, and SQL queries linking multi-source data.
- Performed contract setup audits to prevent revenue leakage and provided post-go-live support for configuration issues and ongoing payer-agreement compliance.

Revenue Cycle / Denials Specialist | Conifer Health Solutions — Remote

May 2016 – Nov 2019

- Led a three-year Cerner project that brought outstanding A/R fully current and recovered millions of dollars in delayed payments.
- Top performer on the Denials team — exceeded the 50-account-per-day target with 96%+ accuracy across payer contract reviews and appeals (underpayments, coding, medical necessity, authorizations, COB, and clinical denials) using ACE, Epic, EMDEON, Cerner, Meditech, PIC, and Optum.
- Managed high-volume denials work queue and prioritized appeals based on dollar value, filing limits, and root cause; partnered with coding and clinical teams to resolve recurring denial drivers and improve first-pass resolution.

Revenue Cycle Specialist | Lindsey Chiropractic Care — Bryan, TX

Jan 2013 – Apr 2016

- Led claims follow-up, appeals, and rebills to secure payment on unpaid/underpaid claims; managed contract renewals and negotiations with insurance payers.
- Oversaw patient billing workflows end-to-end (eligibility, authorizations, posting, statements, and customer resolution), improving cash flow and reducing aging balances.

INDEPENDENT PROJECTS — HEALTHCARE AI (ABIGAILSTAFFORD.PRO)

- Designed and shipped **AI agents running publicly at abigailstafford.pro** — a personal agent giving honest fit assessments from a bounded knowledge base, and a formula-translation tool for Excel/DAX/SQL — with server-side key management, streaming, and human-in-the-loop guardrails.
- Architected a private **eight-agent healthcare analytics "department"** (orchestrator, CMS/payer research, Power BI, Python automation, and a dedicated audit agent) applying revenue-cycle governance discipline — role definitions, QA gates, escalation policy — to AI systems.
- Operations-first engineering on self-hosted infrastructure (Linux, Docker): lightweight ETL patterns, automated QA/exception reporting, documentation and standards — directly transferable to analytics governance, KPI definition, and scalable reporting enablement.

EDUCATION

Data Analytics Professional Certificate — Cornell University | **Healthcare Management Professional Certificate** — Yale School of Management (2023)

Bachelor of Liberal Studies, Management Information Systems — University of Maine at Presque Isle (Cum Laude, 3.7 GPA, 2023)

CERTIFICATIONS & LANGUAGES

Certifications: QNXT Carriers and Programs — Cognizant University | NetworX Modeler Foundations — Cognizant University | Power BI / Advanced Excel — LinkedIn Learning

Languages: English (fluent) · Russian (native)

TECHNICAL SKILLS

Reporting, Analytics & Automation: Power BI, Excel (Power Query/Power Pivot, advanced formulas), Tableau, SQL Server, Python, VBA, Office Scripts, Databricks, Jira

Healthcare Systems: Epic (Resolute HB, go-live/readiness reporting), Cerner, Meditech, FinThrive, QNXT, NetworX Modeler, Cornerstone, Contract Manager, Optum/EMDEON