

Ranadene (Randi) Tapio, BS, CMRS

Senior Health Care Consultant
Physician Revenue Cycle Specialist



Profile

As a consultant, Randi Tapio concentrates her efforts in working with independent and hospital-based physician groups to improve revenue by increasing productivity and office efficiency, as well as billing & coding compliance. She has worked with and guided many practices into successfully streamlining their billing processes ~ by working with clients to assure accurate billing practices are in place and are specifically adapted to each practice.

Experience in Serving Clients

Randi has more than 20 years of experience in the health care field. She ran a successful medical billing office for 10 years, which focused on physician billing and handled over 20 different specialties throughout the years. Prior to that she worked in the Long Term Care and Assisted Living markets for 10 years. She left that market as the Director of Senior Services, overseeing Independent Senior Housing, Assisted Living, Memory Loss, Adult Day Care and Child Care services all in one setting.

She enjoys the challenge of medical billing & reimbursement and has been able to increase collections as much as 15% in practices she has helped. Review of business office processes, Medicare, MA and commercial carrier compliance and guidelines, practice management systems, and revenue cycle analysis are her specialties. Randi has been consulting for practices since 2001.

She has been able to help reorganize practices with long histories of ineffective processes dramatically increasing their reimbursements and helping them achieve Gold Standard levels of performance. She enjoys helping practices move effectively through the implementation process of a new practice management system.

Technical Expertise

Assessing Billing/Business offices for productivity, procedures, compliance, efficiency, and increased reimbursement. Management oversight for the turnaround situation, including staffing, teamwork, and operations reorganization in the Business office. Performing review of claims and claim denials for improved reimbursement. Performing review for compliance and Medicare/MA/Commercial Carrier compliance. Extensive background in various carrier protocols and guidelines. Dramatically improving Practice Management System productivity by reviewing the functionality of the current system. Set-up of new Practice Management Systems, including the scheduling, billing and document management processes. Migrating offices to a more paperless environment. Assessing physician practices for privacy and security and implementing HIPAA compliance plans.

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Educational / Professional involvement

She is a member of the national American Medical Billing Association (AMBA) which recognized her as a Certified Medical Reimbursement Specialist (CMRS) in 2003. She was also recognized as AMBA's first ever member-of-the-year in 2003. She serves as a moderator on AMBA's Forum Boards, is a mentor to new members of AMBA, is on AMBA's national Certified Medical Reimbursement Specialist – Professional (CMRS-P) Board to develop this next level of certification for AMBA, has spoken at AMBA's National Conference and is the Vice President of the Minnesota AMBA chapter. She has also been a speaker for the American Health Information Management Association's (AHIMA) regional conference and a keynote speaker at Rasmussen College's Health Information Technology (HIT) Graduation ceremony. She is a regular contributor of educational articles to AMBA, Billing-Coding, PMImd and several state specialty associations. She has several years experience planning day long training sessions for member clients on a variety of topics ranging from HIPAA, Red Flag Rules, Workers Comp Billing, Privacy & Security, Motor Vehicle Billing, Payor Panels, Meaningful Use, Federal Health Care Reform, Best Practices, ICD10 Implementation ~ and more! She is currently sitting for her coding certification (CMC) and has her Bachelor of Science degree from North Dakota State University in Health Care Administration with emphasis in Facility Management & Geriatrics. She is an active member of the St. Cloud Area Chamber of Commerce, having completed their Leadership Program in 2007-2008 and been actively involved in their Executive Dialogue groups for several years.

Contact Information

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