Caitlin Jara

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Professional Summary

Healthcare Operations & Revenue Cycle Specialist with 7+ years of experience managing provider credentialing, revenue cycle operations, medical billing, payment reconciliation, and healthcare administrative functions. Skilled in resolving complex billing, enrollment, and provider issues while ensuring compliance with HIPAA, NCQA, Medicare, and commercial payer requirements. Proven ability to improve workflow efficiency, maintain audit-ready documentation, and collaborate across departments to support high-quality healthcare operations. Fluent in English and Spanish.

Professional Experience

Membership Accounting Specialist
Moda Health | April 2024 – Present | Portland, OR

• Manage high-volume financial and enrollment accounts while ensuring compliance with internal policies and regulatory requirements.
• Reconcile eligibility, premium billing, and enrollment discrepancies by collaborating with providers, brokers, and internal departments.
• Maintain audit-ready records through accurate data entry, quality assurance, and financial reconciliation.
• Ensure HIPAA compliance by maintaining secure documentation and resolving data integrity issues.

Billing & Clinical Care Coordinator
Integrated Pain Solutions | July 2015 – July 2024 | Vancouver, WA

• Managed the complete revenue cycle, including insurance verification, benefits verification, medical billing, claims submission, denial management, appeals, collections, and reimbursement reconciliation.
• Coordinated provider credentialing, recredentialing, CAQH maintenance, primary source verification (PSV), and enrollment with commercial payers, Medicare, and Medicaid.
• Monitored accounts receivable, investigated reimbursement issues, and assisted with accounts payable coordination and vendor relations.
• Supported daily office operations by coordinating provider schedules, maintaining documentation, tracking credential expirations, and assisting with payroll timekeeping.
• Maintained audit-ready provider credential files and ensured compliance with HIPAA, NCQA standards, and payer regulations.

Education & Certifications

Bachelor of Arts in Human Services (Expected Graduation: 2027)
Clark College – Vancouver, WA

Certified Professional Coder (CPC)
Certified Professional Biller (CPB)
American Academy of Professional Coders (AAPC), 2024

Core Competencies

Revenue Cycle: Medical Billing • CPT/ICD Coding • Insurance Verification • Claims Management • Denial Analysis & Appeals • Accounts Receivable • Accounts Payable • Payment Reconciliation

Credentialing & Operations: Provider Credentialing & Enrollment • CAQH ProView • Primary

Source Verification (PSV) • Medical Office Administration • Vendor Relations • Documentation Management

Systems: Epic • Facets • AdvancedMD • Microsoft Excel (Advanced) • Electronic Health Records (EHR)

Compliance: HIPAA • NCQA • Medicare & Medicaid • Commercial Payer Requirements

Languages: Fluent in English & Spanish