

Daniel Bartels

Lexington, SC | (843) 453-9990

bartelsdan@gmail.com | LinkedIn: linkedin.com/in/dan-bartels

Strategic, results-driven revenue cycle executive with 15+ years of progressive leadership experience driving client satisfaction, operational excellence, and revenue acceleration across diverse healthcare environments. Proven track record leading cross-functional teams, fostering long-lasting relationships, optimizing processes, and improving outcomes for hospitals, health systems, and physician groups. Adept at translating complex data into actionable insights.

Core Competencies

Revenue Cycle Strategy

Client Relationship Management

Process Optimization

Data Analytics & Dashboards

Team Leadership & Coaching

System & Technology Integration

New Client Implementation & Project Management

Regulatory Compliance (HIPAA, FDCPA)

Professional Experience

Pendrick Capital Partners | *Vice President, Sales Operations & Account Management* | 3/2024 – 1/2025

- **Leadership & Team Coordination:** Led high-performing sales team, aligning strategies and fostering collaboration to exceed client acquisition and retention goals.
- **CRM & Sales Management:** Optimized CRM utilization to enhance lead tracking and oversaw sales performance across daily, monthly, and quarterly objectives, ensuring a robust pipeline, strong prospect engagement, and positive client relationships.
- **New Client Implementation & Data Integration:** **Reduced days to go-live by 28% by streamlining client onboarding process** including coordinating inbound and outbound file builds ensuring operational continuity. Collaborated with client IT teams to establish secure SFTP connections. Met regularly with client operations and IT teams to address questions, resolve concerns, and ensure go-live targets were consistently achieved.
- **Client Relationships:** Cultivated partnerships with 20+ healthcare providers including hospitals, health systems, physicians groups, EMS, and urgent cares through multi-mode communication ensuring exceptional client-centric experiences and sustained satisfaction.
- **Sales Enablement:** Collaborated cross-functionally to develop engaging sales tools, white papers, training material, marketing messaging, and organizational resources, boosting sales productivity and efficiency. **Coordinated internal team in compiling RFPs and proposal materials during sales cycle improving RFP win rate by 17%.**
- **Data-Driven Insights:** Delivered executive-ready forecasts, dashboards, data visualization, and presentations in support of C-suite sales strategy.

AMCOL Systems / Annuity Health | *Director of Operations* | 4/2021 – 3/2024

- **Company Integration:** Drove post-merger integration of two RCM firms to form Annuity Health. Integrated systems and aligned processes to ensure best practices and synergy.
- **Departmental Leadership & Optimization:** **Directed 50+ staff supporting revenue cycle operations impacting \$27M annually.** Improved performance metrics and workflow efficiency. **Implemented automated note taking and call summary technology reducing average call wrap-up, hold times, talk times, and abandonment rates by >8%.**
- **Client Performance Management:** Strengthened key relationships with clients, aligning operational strategies with business objectives and ensuring high levels of patient-centric service excellence.
- **Performance Presentation Creation and Delivery:** Worked with Business Services executives to develop and present compelling performance presentations to key client stakeholders. Efforts included gathering and analysing data, slide deck assembly, presentation, and fielding technical service delivery questions.
- **Process Auditing & Compliance:** **Implemented technology-based voice analytics to increase average agent call compliance audit scores by 15%.** Conducted audits of all operational procedures to ensure compliance and continuous improvement across business units.
- **Sustained Leadership:** Maintained all responsibilities of the Director of Provider Services role while driving new initiatives and operational excellence.

AMCOL Systems | *Director of Provider Services* | 2/2018 – 4/2021

- **Team Oversight:** **Oversaw \$24M client portfolio of 20+ providers** and Provider Services team of 16+ fostering a high-performance culture focused on rapid responsiveness, retention, and operational efficiency through communication, process knowledge, problem-solving skills, reliability, and accountability.
- **Client Onboarding & Implementation:** **Cut implementation timeline by 21% through standardization of procedures and pre-launch testing, expediting revenue and reducing post go-live help desk tickets.** Coordinated cross-functional teams including IT, Ops, and Finance to ensure a seamless onboarding process and successful go-lives. Oversaw key aspects including secure file transfer setup, custom reporting, analytics delivery, payment remittance configuration, and invoicing coordination.
- **Process Optimization:** Designed and implemented streamlined workflows, improving efficiency across departments. **Optimized reconciliation processes to capture unrealized revenue totaling over \$150K/month** on average. Continuous improvements made through after-action review and trend analysis.
- **Client Relationship Management:** Spearheaded key client stakeholder engagements including health systems, hospitals, physician groups, urgent cares, and large end-to-end RCM firms. Ensured client standards alignment and fostered long-term, mutually beneficial relationships. Conducted regular-cadence conference calls, onsite face-to-face meetings, dinner meetings, and participated in industry events.

AMCOL Systems | *Bad Debt Manager, Legal Collections* | 1/2016 – 2/2018

- **Team Leadership & Network Oversight:** Managed specialized legal collection team and cultivated a national attorney network to ensure optimal financial outcomes on aged debt.
- **Strategic Case Evaluation:** Refined case selection and review process, ensuring high-impact cases were pursued to improve margins, maximize ROI and guarantee client satisfaction.

AMCOL Systems | *Bad Debt Manager* | 3/2013 – 1/2016

- **Team Leadership:** Coached a dynamic team of 10 collections professionals, consistently surpassing all performance and quality KPIs.
- **Collection Strategy Optimization:** Pioneered data-driven collection strategies that significantly improved recovery rates and operational workflows, driving increased financial performance.
- **Cross-Functional Collaboration:** Partnered with leadership team to streamline the management of account inventory, boosting account penetration, ensuring timely follow up, and fostering growth.

AMCOL Systems | *Self Pay Manager* | 4/2011 – 3/2013

- **Team Development & Leadership:** Supervised a team of 14 entry-level staff, ensuring exceptional performance and quality assurance metrics through routine training and review.
- **Client-Centered Engagement:** Empowered staff to deliver personalized, client-specific service, ensuring seamless patient experiences and satisfaction.
- **Collection Framework Innovation:** Engineered innovative, patient-centric collection strategies and inventory management that contributed to improved recovery rates and client success.
- **Partnership Building:** Engaged with clients via weekly conference calls and daily correspondence to optimize inventory management, address patient concerns, and implement new strategies strengthening partnerships and adding long-term value.

AMCOL Systems | *Self Pay Collector* | 5/2009 – 4/2011

- **Patient Financial Services:** Fielded patient questions and concerns regarding service delivery and medical billing. Worked with patients to ensure all efforts were exhausted in finding solutions for patient debt including insurance coverage discovery and filing as well as financial assistance.
- **Patient Engagement:** Negotiated tailored payment solutions ensuring positive outcomes for both patients and clients.
- **Performance Excellence:** Consistently exceeded all KPIs and quality assurance standards in a fast paced professional environment.
- **Compliance:** Upheld sterling record of compliance to all applicable healthcare laws and security regulations including HIPAA and FDCPA.
- **Mentorship:** Onboarded and trained new team members, ensuring adherence to best practices, and fostering a collaborative culture of teamwork and success.

Education

BFA, Graphic Design | University of South Carolina, Cum Laude (2008)

Certifications & Technical Proficiencies

HFMA Certified Revenue Cycle Representative (CRCR)

Epic, Oracle Cerner, Ontario FACS, Salesforce, Monday CRM

Microsoft Office Suite | Excel, PowerPoint, Outlook, Word

Adobe Creative Suite | Illustrator, InDesign, Photoshop