

TOWERA C. BONNIE

Healthcare Technology & Revenue Cycle Implementation Leader

EHR Optimization | SaaS & EDI Implementations | Client Partnership | Claims & Payer Operations

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PROFESSIONAL SUMMARY

Healthcare technology, implementation, and revenue cycle professional with 14+ years of experience spanning clinical operations, patient access, EHR optimization, SaaS/EDI implementation, payer connectivity, and client partnership. Delivered 400+ healthcare software implementations and helped provider organizations improve clean-claim performance, reduce A/R, resolve payer rejections, and accelerate client onboarding. Began as a medical assistant and Epic and Cerner super user, which shapes a practical understanding of how clinical, operational, technical, and revenue cycle workflows connect.

CORE COMPETENCIES

Healthcare SaaS Implementation | EHR Implementation & Optimization | Revenue Cycle Management | Client Onboarding | Client Success & Partnership | EDI Transactions: 837 & 835 | ERA Enrollment & Reconciliation | Claims Submission & Rejection Resolution | Denials & A/R Follow-Up | Clearinghouse & Payer Connectivity | Payer Portals | Behavioral Health Billing | Workflow Analysis | SOP Development | Go-Live Planning | End-User Training | Requirements Gathering | Clinical Informatics | Azure DevOps | User Stories | Cross-Functional Project Management

CAREER HIGHLIGHTS

- Improved clean-claim performance from about 70% to 95% and reduced A/R from about 60 days to under 30 across 15+ provider organizations
- Recovered \$1M+ in rejected claims through payer follow-up, claim analysis, rejection remediation, and workflow improvements
- Delivered 400+ SaaS and EDI implementations; reduced client onboarding from 45–60 days to 10–15 days with a 100% quality-review record
- Completed behavioral health billing transitions in about 30 days after the Change Healthcare outage, versus a typical 90–180 days
- Trained 200+ end users; supervised and trained 20 medical assistants and patient care technicians

PROFESSIONAL EXPERIENCE

Healthcare Systems Consultant & Client Partnership Manager — RSA Bill

Remote · 2025 – 2026

- Led implementation and revenue cycle optimization for 15+ provider organizations on eClinicalWorks, Tebra, Epic, Cerner, and payer portals
- Managed end-to-end Availity workflows: 837 claim submission, rejection resolution, ERA enrollment, 835 reconciliation, and missing-ERA follow-up
- Partnered with provider clients to find root causes of billing delays, payer rejections, and unresolved claims, and put workflow improvements in place
- Created SOPs and standardized workflows used by onboarding, billing, coding, and A/R teams
- Served as primary client contact for implementation, optimization, escalations, and stakeholder communication

Implementation Advocate II — Inovalon (formerly ABILITY Network)

Remote · 2022 – 2024

- Delivered 400+ healthcare SaaS and EDI implementations, managing up to four concurrent workstreams for enterprise healthcare clients
- Reduced client onboarding from 45–60 days to 10–15 days while maintaining a 100% quality-review record
- Led behavioral health billing and EDI transitions for Credible, InSync, and CareLogic clients after the Change Healthcare outage, completing them in about 30 days
- Managed clearinghouse billing rules, EDI connectivity, payer enrollment requirements, and claim-processing workflows to support successful go-lives
- Served as primary PointClickCare vendor partner, coordinating issue resolution among clients, payers, clearinghouses, and internal technical teams
- Resolved payer rejections and interpreted companion guides with Availity, Change Healthcare, and Office Ally
- Guided clients through configuration readiness, testing, training, launch planning, and post-go-live stabilization

Implementation Analyst / Clinical Informatics Specialist / Technical PM — Medical Software Solutions / Euclid RCM

2019 – 2022

- Led concurrent EHR and revenue cycle implementations for 10+ practices, from discovery and requirements through go-live and post-launch support
- Assessed clinical, scheduling, documentation, billing, and claims workflows to find risks that cause denials, charge delays, or workflow breakdowns
- Developed SOPs, implementation playbooks, training materials, and workflow documentation to improve consistency and adoption
- Managed developer timelines in Azure DevOps and translated operational needs into user stories and requirements for engineering teams
- Coordinated stakeholders across clinical operations, billing, coding, technical teams, and practice leadership

Healthcare Coordinator / Epic Super User — Baylor Scott & White Health

Fort Worth, TX · 2017 – 2019

- Coordinated safe discharges and care transitions to reduce 30-day readmissions: follow-up appointments, in-network and out-of-network options, and community resources for insured and uninsured patients
- Served as Epic super user for case managers, care management nurses, and social workers; supported a hospital-wide Epic go-live
- Trained providers, front-desk staff, and care management teams on Epic workflows, documentation, and scheduling
- Coordinated authorization, scheduling, documentation, billing, and referral workflows supporting about 3,500 patient visits a year

Site Lead — Concentra Worksite Clinic

Dallas, TX · 2017

- Opened and ran a three-person worksite clinic for City of Dallas employees
- Coordinated minor illness visits, prescription support, and chronic-care checks such as A1C
- Managed daily staffing coverage, scheduling, insurance verification, and collections

EARLIER CAREER

Staffing Resource Supervisor / Float Medical Assistant / Cerner Super User — Virginia Mason Medical Center

Seattle, WA · 2010 – 2017

- Float medical assistant across dermatology, gastroenterology, primary care, and other specialty clinics
- Promoted to coordinate daily staffing for nurses, medical assistants, front desk staff, surgery coordinators, and schedulers
- Cerner super user for a hospital-wide go-live; supervised 20 medical assistants and patient care technicians

Medical Assistant — Mercer Island Pediatric Associates

Mercer Island, WA · 2007 – 2010

- Completed a medical assistant program in 2007; interned with the practice and was hired on as a medical assistant

TECHNICAL PLATFORMS

EHR / Practice Management: Epic, Cerner, eClinicalWorks, Tebra, PointClickCare, Credible, InSync, CareLogic, WellSky, KanTime

EDI / Revenue Cycle: Availity, Change Healthcare, Office Ally, Waystar, 837 claims, 835 remittances, 270/271, 276/277, ERA enrollment, HL7, SFTP, payer portals, clearinghouse workflows

Project & Operations: Azure DevOps, Jira, Salesforce, ServiceNow, SOP development, workflow mapping, requirements gathering, user stories, end-user training, go-live support

EDUCATION

Master of Public Administration, Healthcare Management — Grand Canyon University, 2019

Bachelor of Applied Science, Professional Development & Advanced Patient Care — Grand Canyon University, 2017

CERTIFICATIONS

Certified Medical Assistant (CMA) | Clinical Informatics Certificate | Professional Scrum Master I (2022) | Google Project Management Certificate (2022) | SMU Project Management Certificate (2022) | PMP in progress