



# ***HC BILLING SERVICES GROUP, LLC***

*Mairi M. Hand, CHC, CHA, MCIM*

***Education:*** Napier University, Edinburgh, Scotland  
Bachelor of Arts, 1988  
Chartered Institute of Marketing, England  
Diploma in Marketing, 1989  
California Association for Health Services at Home  
Home Care Administrator Certificate, 2008

***Certification:*** Certified in Healthcare Compliance, 2008  
Certified Hospice Administrator, 2009

## ***Career***

***Experience:*** HC Billing Services Group, LLC (Formerly Hooper Cornell Healthcare, PLLC)  
Director of Billing & Operational Services 2008 – Present

Nine years experience in the healthcare industry specializing in home health and hospice billing and operations. Roles within free-standing and hospital-based home care and hospice agencies ranged from Business Office Manager to a Director position for a nationwide company. Adept and effective at providing general support in all aspects of agency administration, with emphasis on the following:

**Business Office Operations and Support:** Initial and reinforcement training for business office staff in all aspects of billing compliance, accounting and office practices, and company policies and procedures. Customized billing and scheduling training courses provided for agency staff.

**Financial Management:** Multi-department budgeting experience and associated financial reporting responsibilities. Accomplished with collections and accounts receivable management.

**Computer Information System Implementation:** Assisted in the preparation for and implementation of new computer systems, for both paper-based and electronic health record systems. Experience also with resolving post-implementation challenges.

**Education:** Educational in-services and presentations to hospital administrators, clinical and clerical staff on CMS regulations, OASIS and home health and hospice reimbursement models, including the utilization of existing computer systems to allow for effective agency management.

## ***Professional Memberships:***

**Present**  
Healthcare Compliance Association, member  
Chartered Institute of Marketing, member  
Idaho Association for Home Care, Advisor to Board of Directors

250 Bobwhite Court  
Suite 350  
Boise, ID 83706  
(208) 319-0075  
mhand@hcbillingservicesllc.com