**Lisa Asper** 910 236th Ave NW St. Francis, MN 55070

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### PROFESSIONAL SUMMARY

Experienced Director of Payer Contracting and Credentialing with a history of success working in the Healthcare Industry, more specifically the Behavioral Health field in the last 14 years. Skilled in developing Payer Relationships, conducting contract negotiations, and the ability to understand the complexity of payer contracting and management as it relates and impacts other departments within an organization. Ability to identify opportunities and execute them. Excellent communication and analytical skills, ability to work well with others, and achieve results. Develop and execute all credentialing activities, to include both facilities and individuals to ensure successful billing and reimbursement.

**CORE COMPETENCIES**

**Expertise and Experience in the Behavioral Health field:** Understanding the complicated and multifaceted processes related to contracting, credentialing, revenue cycle management, and clinical criteria to achieve desired results.

**Contract Negotiation and Management-**Conduct successful payer negotiations based on payer strategy.Ensure both external and internal systems reflect accurate contract rates. Review, analyze, and ensure provider payments are correct based on fully executed contracts-Establish continued monitoring of contract performance throughout the year-Renegotiate as required via the terms of the contract

**Communication and Organizational Skills:** Ensure contract model, pricing, coding and clinical aspects of a payor contract are communicated effectively across all departments and provider locations. Build and maintain strong relationships with both internal and external stakeholders.

**Analytical and Problem-Solving Skills:** Utilize data to identify a problem and use this data as a basis for improving a process or developing a new one. This process improvement protocol is based on the Malcom Baldridge Criteria model of business excellence

# EXPERIENCE

**CRESTVIEW RECOVERY**  **SUD Facility** Portland, OR Tacoma, WA

**Consultant** 1/2022-Current

**Project Deliverables:**

* Achieve in network status with four insurance payers at desired rates

**Achievements:**

* Facility in network with two payers exceeding rate expectations, other payers pending

**THE HARMONY FOUNDATION**  **SUD Facility** Estes Park, CO

**Consultant**  7/01/2022-Current

**Project Deliverables:**

* Renegotiate existing contracts, provide on-site contract management training

**Achievements:**

* Secured primary insurance payer rate increase, other deliverables in process

**PROJECT TURNABOUT** **SUD Facility** Granite Falls, MN

**Consultant** 7/1/2022-Current

**Project Deliverables:**

* Renegotiate existing contracts, provide on-site contract management and credentialing training

**Achievements:**

* Secured additional rate increase for primary insurance payer, other deliverables are in progress

**NEXUS FAMILY HEALING** **Mental Health Facility** Corporate Office: Plymouth, MN

**Consultant** 3/2021-Current

**Project Deliverables:**

* Contract assessments and recommendations for four facilities
* Facilitate contract integration with acquired organization
* Ensure government and commercial payer contracts with a new mental health facility in Rochester, MN
* Train and support on site staff contracting and credentialing management activities

**Achievements:**

* Successfully integrated payer contracts from acquired facility to Nexus Family Healing, securing rate increases
* Completed on-site contracting and credentialing training activities for all Nexus sites in MN
* Ensured contract rate increases with existing payer contracts yielding additional revenue site wide of approximately $200K

**ROSECRANCE, INC. Substance Abuse and Mental Health Facility** Rockford, IL Sioux City, IA

8/2019-Current

**Consultant**

**Project Deliverables:**

* Develop a comprehensive payer strategy, strengthen payer relationships
* Ensure all professional credentialing activities are maximized and efficient
* Improve collaboration with payers with a focus on growing value for their members; establish a connection between quality care, and improved outcomes and total cost of care
* Pursue and negotiate value-based contracting and other creative payment methodologies
* Establish routine contract management processes
* Negotiate rates beneficial for both parties

**Achievements:**

* Secured the renegotiation of several commercial payer contracts resulting in the additional revenue year 1: $1,355,457K
* Two fulltime positions eliminated: Estimated salary savings $130K
* Completed a contract inventory to include all sites: 51 different payers, 60+ different contracts to include both facility and group contracts, and over 40 different locations
* Secured the second-year renegotiation of several commercial payer contracts resulting in the additional revenue year 2: $450K
* Negotiated and secured an additional commercial payer contract effective July 1, 2020 resulting a minimum additional revenue of $518,361K.
* Fully executed a Protocol contract that will eliminate write off’s due to “non-credentialed provider” by an estimated $290K in billed charges

# MERIDIAN BEHAVIORAL HEALTH New Brighton, MN

# 1/2018 – 8/2019

**Director of Contracting, Credentialing, and Payer Relations**

Responsible for developing and maintaining payer network relationships and recommending, negotiating, and implementing contracting strategies to improve company performance. Evaluate and review third party payer arrangements and related financial data, preparing contract/rate proposals in support of market development activities. Engage and assess integration opportunities in relation to payer contracts across the country, reporting the feasibility of future acquisitions. Accountable for coordinating provider and facility credentialing across multiple entities and with both commercial and state payers

# THE HAZELDEN BETTY FORD FOUNDATION Center City, MN

# 5/2008 – 1/2018

**National Contracting Manager**

Manage third party payer and professional referent contracts. Managing and reporting revenue discounts related to client scholarships and contracts. Credential all facilities and professionals with commercial payers. Communicate and work effectively with all team members across all organization sites and partner with key leaders to meet budgetary and organizational goals. Responsible for reporting healthcare trends as they relate to insurance coverage and benefits. Responsible for competitor analysis and reporting to individual business units for strategic opportunities.

**Achievements:**

* Updated negotiations with existing contracts that have not been updated in as long as five years, while negotiating new contracts to contribute 15million in revenue generated each year
* Negotiated a minimum of 10 new contracts nationally while growing from 5 sites to 13 sites within 4 years
* Analyze pricing and cost method models, providing feedback to leadership in relation to budget and revenue goals
* Educated business leaders regarding the contractual process to include risk factors, credentialing, legal language, pricing, competitive initiatives, and billing & collections policies to assist in strategic decisions surrounding payer mix
* Rebuilt and established new business relationships with both third-party payers and employer groups, representing the Hazelden Betty Ford image in a positive way and impacting client volume

## EDUCATION

UNIVERSITY OF PHOENIX – Phoenix, AZ

**Master of Business Administration, Executive MB**A May 2013

UNIVERSITY OF PHOENIX Phoenix, AZ

**Bachelor of Science in Business Management** May 2010