

# FRANK J. PONTERIO

Email: frank@judymadrigal.com

## QUALIFICATIONS

- ▶ Extensive experience in both primary care and specialty practices
- ▶ Strong hands-on operational and financial management of medical practices
- ▶ Repeated experience with practice mergers and accounts receivable reduction
- ▶ Excellent personnel management and contract negotiation skills
- ▶ Proficient with Windows NT, XP, 2000, 98, 95, Office XP & 2000 and various practice management systems

## EXPERIENCE

01/2001 - Present

### **Owner, President**

Doctors Reimbursement Systems, Foster City, CA

Full-Service Healthcare Consulting and Medical Billing Service specializing in primary care and specialty physician practices. Consulting services include: Managed care contracting; Reimbursement analysis; Interim office management; Billing Office and Patient flow efficiency; New practice marketing; Information technology review; as well as Financial Reporting including P&L, Payroll and Accounts Payable Analysis.

01/2001 - Present

### **Practice Management Consultant**

Judy Madrigal & Associates, Inc., San Mateo. CA

Evaluate and manage physician practices to determine operational efficiencies to reduce overhead expenses and maximize revenue reimbursement. Evaluate and negotiate managed care contracts. Review Patient Billing System policies and procedures including P&L Reporting, Payroll and Accounts Payable.

05/1999 – 01/2001

### **Practice Administrator**

Peninsula Surgical Specialists Medical Group, Inc., San Mateo. CA

Manage all functions of a 10 physician, 30 employee, multi-site General, Thoracic and Vascular Surgical practice. Specific duties include: accounts receivable management; personnel management; evaluation and negotiation of HMO and PPO insurance contracts; marketing; administration of Millbrook Paradigm™ practice management system; all fiscal operations.

**Major Accomplishments:** Successfully completed merger to double group size. Installed NT network to communicate among multiple sites. Implemented computer conversion from Medocs™ to Paradigm with no downtime. Standardized operations of all patient care systems and reduced number of days in A/R from 3.1 to 2.4 months.

10/1995 – 05/1999

### **Associate Director**

Sequoia Medical Clinic, Redwood City, CA

Responsible for all operations of a 25-physician, 100 employee, multi-site Primary Care, Pediatric and Urgent Care/Occupational Medicine practice. Specific duties included: direct supervision of fully delegated Managed Care department with 10,000 enrollees; negotiation of HMO and PPO insurance contracts; hands-on oversight of accounts receivable management; personnel management; information systems administration of +Medic™ practice management system, EZ-Cap™ managed care system and various personal computing applications.

**Major Accomplishments:** Successfully completed acquisition and integration of Redwood Medical Group, nearly doubling the size of the practice, and standardized operations of all patient care systems. Implemented computer conversion from IDX™ to +Medic with minimal downtime. Relocated Pediatric, Urgent Care and Internal Medicine facilities to new locations with minimum disruption.

08/1993 - 10/1995

**Practice Administrator**

Tri-Valley Orthopedic & Sports Medical Group, Inc., San Ramon, CA

Managed all operations of a 7-physician, 40 employee, multiple location Orthopedic Surgery, Sports Medicine and Radiology practice. Specific duties included: evaluation and negotiation of HMO and PPO insurance contracts; accounts receivable management; personnel management; administration of The Medical Manager™ practice management system; oversight of all fiscal operations.

**Major Accomplishments:** Successfully completed merger with two additional practices; standardized all departmental operations for efficiency; reduced A/R by 28%; realigned business office operations to reduce number of days in A/R from 3.5 to 2.1 months.

03/1992 – 08/1993

**Practice Administrator**

San Mateo Orthopedic Medical Group, Inc., San Mateo, CA

Administered all aspects of a 9-physician, 45-employee Orthopedic Surgery, Sports Therapy and Radiology practice. Specific duties included: oversight of all fiscal operations; evaluation and negotiation of HMO and PPO contracts; accounts receivable management; administration of The Medical Manager™ practice management system; management of all personnel functions; new physician recruitment.

**Major Accomplishments:** Reduced A/R by 25%; reduced overhead by 8%; developed and implemented personnel policies & procedures; facilitated communication protocol with physicians and staff for effective decision making.

11/1990 - 03/1992

**Practice Management Specialist**

Practice Management Systems, Inc., Burlingame, CA

Trained and provided daily support for clients of the MEDOCST™ automated medical billing system; investigated and resolved system problems; performed demonstrations of system capabilities for prospective clients; consulted with clients regarding billing, financial & personnel issues; coordinated marketing & educational activities for current and prospective clients.

**Major Accomplishments:** Increased new client base; improved client satisfaction with billing services leading to enhanced client retention.

02/1989 - 11/1990

**Business Office Manager**

09-1984 - 08/1986

San Mateo Cardiovascular Consultants, Inc., San Mateo, CA

Managed all business office operations including daily accounting functions; implementation of cycle billing procedures; establishment of A/R management procedures; billing education for MDs & staff.

**Major Accomplishments:** Reduced A/R by 20%; introduced new computerized billing system; reduced number of days in A/R from 3.3 to 1.8 months.

**EDUCATION**

09/1986 - 12/1988 Bachelor of Science Degree, San Diego State University. Major, Business Administration with a concentration in Health Care Management

07/1984 - 09/1986 Associate of Arts Degree, College of San Mateo. Major, Business Administration with a concentration in Business Management

**REFERENCES** – available on request