

Mitchell Herrmann

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PROFESSIONAL EXPERIENCE

New York City Health + Hospitals

Remote

Senior Consultant – Home Health Billing (contracted through TEKsystems)

Feb. 2020 – Present

- Partner with agency leadership to identify and prioritize key Epic enhancement projects, and lead analyst team in data analysis and technical implementation of new features across the full revenue cycle.
- Develop business intelligence reports to provide operations with actionable insights on agency productivity and revenue cycle performance and forecasting.
- Deployed AI tools to create automated reporting pipelines using PowerShell and VBA, eliminating hours of monthly manual work and delivering leadership-ready KPI summaries.
- Led multi-IT team discovery, scoping, and implementation efforts for six third-party EHR integrations spanning HL7, REST API, and SFTP technologies.
- Leveraged operational analytics and software optimizations to streamline revenue collection, resulting in a 50.3% reduction in unbilled revenue and a 20.3% decrease in accounts receivable.
- Drove a 14% increase in revenue from 2023 to 2024 by analyzing payer contracts and presenting potential renegotiation strategies to Business Development leadership.

Baker Tilly

Chicago, IL

Senior Consultant – Payer Implementation

Oct. 2018 – Jan. 2020

- Collaborated with BCBS executive leadership to identify and document business needs for a new Value-Based Care insurance program, translating them into clear technical requirements for development teams.
- Developed and managed a complete project implementation plan, coordinating deliverables across multiple teams.
- Managed executive stakeholder communication to escalate risks, resolve delays, and drive on-time delivery.

Epic Systems

Verona, WI

Technical Solutions Engineer (*Jan. 2018 – Aug. 2018*)

- Fostered communication between operational leaders, IT analysts, and end users to identify, triage, and resolve a backlog of issues after going live on EpicCare Home Health.
- Improved user satisfaction by providing guidance to enhance system configuration and optimize workflows.
- Facilitated adoption of new functionality by working with IT staff to configure and demonstrate features.

Project Manager (*Jun. 2014 – Aug. 2018*)

- Conducted pre-implementation discovery sessions for customer C-suite leadership to present Epic Resolute Home Health and Hospice Billing software functionality and align on organizational goals.
- Led structured workflow mapping and stakeholder interviews with operations teams to surface pain points and translate findings into implementation requirements.
- Designed and installed custom software configurations to meet client needs in accordance with state and national regulations and industry standards.
- Provided education and support to customer IT teams on all project needs, including technical system configuration and testing, operational decision making, change management, KPI monitoring, and user training.
- Partnered with internal development teams to design and optimize Epic Foundation System functionality based on customer feedback.
- Served as the Epic-wide Resolute Hospice Billing success owner, guiding continuous improvement to the module based on evolving industry and client demands.

EDUCATION

University of Wisconsin

B.S. Community and Nonprofit Leadership
Minors: Business, Environmental Studies

Madison, WI

May 2014