

Mr. Dave Evans  
Chairman  
AAMS Nominating Committee  
Association of Air Medical Services  
909 N. Washington Street, Suite 410  
Alexandria, VA 22314

Dear Mr. Evans:

I am writing to submit my intent to run as a candidate for the Region 2 seat in the 2019 AAMS Board elections.

I am a proud leader within Air Methods Corporation as the Director of Revenue Cycle Management in the Patient Billing Services Division and have been with Air Methods for 2 years. In my role I am responsible for directing the activities of the patient billing and collections services, accounts receivable (AR) management, credentialing, process improvement and strategic planning. I also partner with our crews and operations management on revenue cycle performance to meet strategic goals, guidelines, policies and procedures through robust data analysis. As the Director in our Patient Billing Services Division, we advocate for our patients to protect them from undue financial hardships by ensuring the insurance companies pay their fair share.

I have over 15 years of experience in the Healthcare Industry, focusing on primarily outpatient healthcare reimbursement such as Air Ambulance, Home Infusion, Home Health, Lab and Diagnostic services. In addition to working within the provider space, I have experience working within the payor space and have been responsible for all aspects of the healthcare revenue cycle. During my tenure I have seen the many changes within the healthcare reimbursement field and have had to maneuver through the ever-changing landscape of healthcare.

I am interested in running for the Region 2 seat because I believe that I can bring additional expertise on the challenges providers and patients face when trying to receive fair and adequate reimbursement from the insurance companies. Daily, I am confronted with the challenges our patients face in order to get the lifesaving services we provide reimbursed by their insurance company and bring that unique perspective to this role.

The current priorities of the air ambulance industry are centered around increasing government reimbursement to cover operational costs and minimizing the patient out of pocket responsibility. I am extremely passionate about ensuring that patients do not become financially burdened due to an unexpected life-changing event. Patients pay their premiums every month and yet insurance companies refuse to pay when they are needed the most.

My experience uniquely qualifies me for this role. I can bring experiences and solutions to the forefront of the challenges the providers, and especially patients, are facing within the air ambulance industry. The biggest challenge facing providers is navigating the insurance company's bureaucracy to receive claims reimbursement. Due to my previous experience working for a large insurance provider, I can offer insight into insurance companies' behavior, how to mitigate and how we can move forward together as an industry.

If elected to the AAMS Board, I am committed to serving our collective mission of providing safe, quality and effective medical transport care for every patient that needs it. Thank you for the opportunity to run for the AAMS Board of Directors. I look forward to the opportunity to serve the AAMS membership and work toward our shared goals of providing the highest quality care and safest operations for our communities, crewmembers and patients.

Sincerely,

A handwritten signature in black ink that reads "Rayann Waldenburg". The signature is written in a cursive, flowing style.

Rayann Waldenburg  
Director of Revenue Cycle Management  
Air Methods Corporation  
Rayann.Waldenburg@airmethods.com  
Phone: 909-665-2720



May 28, 2019

Mr. Dave Evans  
Chairman  
AAMS Nominating Committee  
Association of Air Medical Services  
909 N. Washington Street, Suite 410  
Alexandria, VA 22314

Dear Mr. Evans:

I am writing to support Rayann Waldenburg for the AAMS Board Elections, running as Director for Region 2. AirLife Denver has been a partner with Air Methods for over three decades and we are proud to support Ms. Waldenburg as an excellent representative of the future of the air medical industry.

Ms. Waldenburg brings a unique set of experience, having worked in healthcare for many years and specializing in revenue cycle management (RCM). I am confident that having an individual with an extensive background in the patient billing experience and RCM is crucial to the future of the air medical industry. As such, Ms. Waldenburg has significant experience in dealing with air medical billing practices, payor claims processes and patient advocacy issues that would complement the existing members of the board.

I believe that Ms. Waldenburg will be a tremendous benefit as a member of the AAMS Board. She will bring leadership to the Board on the biggest public relations challenge facing our industry today, and we are proud to support her nomination.

Sincerely,

A handwritten signature in blue ink that reads "B. M. Leonard". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Mr. Brian M. Leonard, MBA  
Director Business Development  
AirLife Denver  
[BrianLeonard2@HealthOneCares.com](mailto:BrianLeonard2@HealthOneCares.com)  
(720) 591-3367



May 28, 2019

Mr. Dave Evans  
Chairman  
AAMS Nominating Committee  
Association of Air Medical Services  
909 N. Washington Street, Suite 410  
Alexandria, VA 22314

Re: AAMS Board Elections, Rayann Waldenburg Nomination

Dear Mr. Evans:

I am pleased to support the nomination of Rayann Waldenburg, Director of Patient Business Services for Air Methods, to the AAMS Board of Directors Region 2.

Since Rayann has joined Air Methods at our Patient Business Services office, she has been an integral part of our team and has demonstrated leadership on critical issues to help us continue to improve our operations. Rayann was a key voice in the improvements made to our patient communications and to build our Patient Advocacy program to better serve patients and resolve their claims efficiently and positively. Rayann has also been asked to serve as a leader in other internal improvement programs that continue to guide Air Methods' teams to higher levels of excellence and achievement. She approaches every problem before her with enthusiasm and a commitment to find the best answer, and I am confident that she will bring these attributes to the Regional Director seat on the AAMS Board.

The Air Medical Industry faces some tough issues currently on how to make sure billing practices work on behalf of patients, and how to negotiate in-network agreements and navigate claims processes with health insurers. If she is elected to the AAMS Board, I know that AAMS will benefit greatly from listening to Rayann's voice on these issues, just as Air Methods has.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina Mapes".

Mrs. Sabrina Mapes  
Vice President of Patient Business Services  
Air Methods Corporation

# RAYANN WALDENBURG

Phone: 909-665-2720 • rwaldenburg81@gmail.com

## PROFESSIONAL SUMMARY

Multifaceted, accomplished Revenue Cycle Manager with extensive experience in all aspects of medical services, healthcare management, training, and process optimization. Committed to helping healthcare organizations achieve maximum benefit from their employee and material investment through detail-oriented planning, procedure optimization, training development and onetime/on budget project deliveries.

## Work History

### Director of Revenue Cycle Management

**AirMethods Corporation- San Bernardino, CA**

05/2017 – Present

- Skillfully managed daily operations for a multi-million-dollar healthcare Company
- Developed Managers, Supervisors and leads to be effective leaders
- Communicated goals, initiates and trends to team-mates, peers,
- Monitored Key Performance indicators
- Closely collaborated with the Executive Leadership team to make necessary improvements
- Exceeded 2016 & 2017 cash collections
- Reduced DSO YoY by 5 days
- Monitor and manage labor costs, inventory levels and production planning for designated departments
- Optimize productivity while avoiding unnecessary costs such as excess overtime
- Lead initiatives to develop new approaches to streamline existing processes, reorganize work, implement new technologies, and improve resource utilization, with a focus on best cost methods

### Billing Manager/Offshore Operations Manager

**Trident USA Health - Plano, TX**

09/2015 -05/2017

- Managed accounts receivable functions to include, intake, billing, cash and collections for 14 locations
- Managed staff of 15 FTE onshore and 70 FTE Offshore in Hyderabad, India
- Responsible for the accurate and timely recognition of revenue and payment for services.
- Routinely performed department audits for compliance to policy and procedures. Prepared and implemented corrective action plans
- Ensured billing center met month end close requirements as defined by the Finance Department.
- Communicated financial performance to executive management via required monthly meetings.
- Direct Vendor Manager for offshore billing operations of 70+ associates. Responsible for Cost, Quality and Delivery performance.

### Regional Intake Supervisor/Corporate Intake Trainer

**Amerita Inc/Central line Infusion - Dallas, TX**

08/2009 - 09/2015

- Successfully led key projects which resulted in significant decrease of adjustments for no authorization.
- Developed and implemented company's plan to standardize all intake functions Served as the liaison between executive management, clinical staff, operations staff and the reimbursement department.
- Created and implemented corporate benchmarks for all intake functions to comply with Sarbanes-Oxley Act (SOX).
- Provided supervision for day-to-day operations of facility in accordance with set polices and guidelines
- Participated on the Amerita's Integration team for new acquisitions with the focus on intake organization and training.
- Minimized staff turnover through appropriate selection, orientation, training and development.

**Admissions / Insurance specialist /Project Coordinator**  
**IV Access Services Providence Home Services - Portland, OR**

04/2007 - 05/2009

- Precisely processed third party prescriptions and managed adjudication review.
- Managed Home infusion and specialty pharmacy referrals
- Verified patient information, insurance eligibility and benefits.
- Maintained current knowledge of medical contracts and pricing, medical coverage criteria and requirements for individual payers.
- Created and maintained monthly productivity statistics.
- Ensured all processes conform to Medicare, Medicaid, JCAHO and payer -specific guidelines.

**Pharmacy Technician/Project Coordinator**  
**Regence Blue Cross Blue Shield of Oregon - Portland,**

09/2003 - 04/2007

- Responded to clinical pharmacy issues for physicians, case managers, nurse's etc.
- Obtained and organize drug utilization data.
- Tracked, processed and obtained appropriate documentation for appeals and prior authorization Investigated and organized workflow for prior authorization referrals to Pharmacy Services for review Prepared reconsideration request for clinical Pharmacist, by obtaining and organizing appropriate documentation.
- Worked diligently with Medical Director's and VP of Pharmacy Operations to review formulary and coverage criteria.
- Tracked and analyzed pharmaceutical trends

**Education:**

**Portland Community College**  
Portland, Oregon

06/2001-12/2001

**Riverside Community College**  
Riverside, California

06/2018- Present