

December 2014 Team Member Profile [NAME REDACTED] — RCM Solutions Consultant

McKesson's premier revenue cycle management (RCM) solutions help practices keep track of the claims process throughout the cycle. Our customers, however, may not be fully aware of the benefits of our RCM solutions — or the spectrum of RCM services we provide.

Enter [NAME REDACTED], who has over 25 years of experience in healthcare. In April 2014, [NAME REDACTED], [TITLE REDACTED], asked [NAME REDACTED] to join his team in the key, new role of RCM Solutions Consultant for McKesson. She employs her deep AM experience to help McKesson lead the market as it enhances the revenue stream of our customers' businesses.

"I assist the Account Development and Field teams for Sales in the Independent marketplace," [NAME REDACTED] noted. "I connect with clients to communicate the benefits of the services, identify gaps in their current billing processes, troubleshoot their issues, and how the service can address them." She influences customers to choose McKesson as their billing resource with her amiable personality and seasoned expertise. Recent successes include [NAMES REDACTED].

Before she joined [NAME REDACTED]'s team, [NAME REDACTED] made the *first* sale of McKesson Practice Choice Advanced™. This sale continued a run of successful firsts in [NAME REDACTED]'s customer-focused career. A longtime National Account Manager at [NAME REDACTED], she managed 89 accounts — and was [NAME REDACTED]'s *first* account manager. She became part of the McKesson family in March 2013 in the same role and finished fiscal year 2014 at 311% of quota.

[NAME REDACTED] loves the AM experience. "Early in my career, before I became an Account Manager, there was something missing in my daily work experience," she reflected. "I knew I needed — and wanted — to actively help clients and colleagues."

A native of Jackson, MS, [NAME REDACTED] and her husband of 28 years, Raymond, have lived in Milton, on Florida's panhandle, since 1989. Her favorite hobby is cooking and baking, and she enjoys quality time with their three grown daughters, grandchildren (two girls and two boys) — and 10 four-legged grandkids (dogs, cats and horses). Activities she enjoys with them include roller skating, bike riding, bowling and horseback riding.

Her newest adventure when traveling is discovering the best burgers. To date, she has ranked the taste, quality and presentation of about 30 burgers throughout the U.S. with pictures and notes.