Professional Résumé

Mick Polo

Michael J. Polo III

North Coast Dynamic Systems, Inc. Established 1985

Education

Baldwin Wallace College
(BA – Business and Economics 1996)

Certified in Accounts Receivable Management
Rockhurst College Continuing Education Center, Inc.
(1997)

Continuing Education

Baldwin-Wallace College Business Development Program
(1997 - Present)

Employment History

1995 – Present
North Coast Dynamic Systems, Inc.

Professional Associations

Healthcare Billing & Management Association
Medical Group Management Association
Ohio State Medical Association

COSE – Council Of Small business Entrepreneurs
Greater Cleveland Growth Association
Middleburg Heights Chamber of Commerce

Volunteer Interests

Strongsville City Club
Special Olympics
Hampton Chase Homeowners Association
American Cancer Society

Experience and Responsibilities

Mick has been involved in the medical billing industry for his entire professional career. While in college he joined with NCDS, the family owned business founded by his father and his uncle in 1985. He has been engaged ever since, growing his billing and business knowledge along with the company. Quickly working into the partnership he was recently elected as president in 2007 to transition the company and position it for the future. His current responsibilities include executive business management as well as medical billing consultant, co-director of client services and on-site support and director of sales and marketing. This involves finding prospective clients as well as coordinating activities between current clients, their staff, and the NCDS team members to accomplish their shared objectives.

NCDS works with solo physicians and small group office based medical providers primarily in Ohio and surrounding states to improve the efficiency of their office procedures, billing practices, and accounts receivable collections. Mick deals one-on-one with physicians to analyze their practice and meet their financial goals. He is experienced with all practice specialties and all aspects of the practice lifespan. He has launched start-up medical practices, assisted with mergers and acquisitions and transitioned physicians into retirement. Drawing on his education and over twelve years of experience in the medical services industry he provides the practice principal with the logical, business perspective of their affairs through detailed billing reports, coding consultations and general business advice and insight.

Supervising the NCDS client base entails managing tens of millions of dollars in practices' receivables and enforcing the collection efforts of thousands of patient accounts and hundreds of insurance carriers to ensure that cash flow is at an optimum level for the entire portfolio of clients. He has a strong working knowledge of Windows and Linux based medical software programs to assess and administer the data.

To ensure a high standard of operations, Mick was the key figure in developing the NCDS internal audit and billing review system, to stress attention to detail and handle every transaction with precision. Each CPT code, ICD-9 code, electronic claim submission, EOB and patient statement of account must be handled with absolute accuracy and compliance. He encourages all client services to be focused on common professional courtesies and an honest daily effort.

He employs these same ideas on-site at each client through continual staff training and education of the billing process. Mick is a committed to success by creating a mutually profitable, long-term relationship with each client.

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