

New Faces at WHA



Jo Ellen Hill recently joined WHA as our new Central Business Office Director. Jo Ellen oversees business office functions, including coding, billing, and follow-up. She brings 30 years of experience in healthcare revenue cycle to her new position, including patient access, HIM, and patient financial services.

Prior to joining our team, Jo Ellen worked as a consultant and Revenue Cycle Director for large and small hospitals. She was responsible for reducing and maintaining A/R days, DNFB days, implementing point of service collection programs, and mentoring and training team members. She has been involved in EHR and EMR conversions, as well as assisting with implementing new software for clients. Her background includes hospital, physician, home health, DME, long-term care and hospice accounts receivable.

"I enjoy working with hospitals and being part of their successes" said Jo Ellen. "Partnering with a hospital/provider to assist in decreasing their A/R and increasing cash collections is something I've always liked to do. The exciting part of the CBO [Central Business Office] is helping hospitals/providers and their patients, collecting large payments, winning an appeal ... "

Jo Ellen grew up in San Diego, California, but has lived all over the United States. She is married and has a son. In her spare time she likes to read, bike ride, hike and travel.



We are very excited to have Jo Ellen Hill as our new Central Business Office Director. Jo Ellen brings to HCM and our clients a wealth of billing, consulting and managerial experience. Welcome aboard Jo Ellen!

—Steve Hubbard, CFO, Western Healthcare Alliance



Shauna Arithson recently joined WHA's Community Care Alliance (CCA) as the Population Health Manager. She brings nine years of experience in healthcare to her role, including a background as a paralegal in medical bill review, payer-provider dispute resolution and reimbursement compliance. She has a strong background in project management, operational efficiencies and office workflow standardization.

Shauna's most recent professional experience was as a Practice Transformation Coach where she supported primary care physicians in both Denver metro and rural counties. In that role, she educated and instructed practices in goal setting to meet clinical quality objectives for various healthcare payers and programs including CPC+, NCQA and Health First Colorado's key performance indicators. Her background in communication and compliance, combined with her passion for population health in support of healthcare's Quadruple Aim of enhancing the patient experience, improving population health, reducing costs and improving clinician experience, make her a great addition to the CCA team.

"We're very excited to have Shauna join our team," said Connie Mack, Executive Director for the CCA. "She brings a wealth of knowledge and experience in practice transformation and quality improvement, working most recently for a large management services organization serving providers practicing in the Denver region. Through supporting practices who engage in multiple value-based contracts with Medicare, Medicaid and commercial payers, she has seen first-hand what it takes to manage the complexity of multiple contracts, and is well prepared to guide our members as we move down this path. We're looking forward to having Shauna meet and work alongside our members."

Shauna loves connecting and collaborating with individuals to achieve the goal of finding a path to improved health and well-being. "Every day has an element of excitement," she stated. "Working in healthcare provides for a constantly changing landscape requiring flexibility and opportunities for innovation."

Shauna grew up in southern California, but has lived in Oregon and the mid-west, finally moving to the West to enjoy its beauty. She likes to hike and mountain bike, and sample the wine in Palisade!



We're very excited to have Shauna join our team She brings high energy and passion to population health management, so watch out ... it's contagious.

—Connie Mack, Executive Director, Community Care Alliance