

CORPORATE OVERVIEW

Section A: Bidder Identification and Information

Best Care Employee Assistance Program (BCEAP) is a specialized service of its parent company, **Nebraska Methodist Health System, Inc. (NMHS)**.

- **Corporate Address:** 825 S. 169th Street, Omaha, NE 68118
- **Legal Status:** NMHS is an integrated healthcare organization incorporated, registered, and fully authorized to transact business in the State of Nebraska.

First organized in May 1891 as Nebraska Methodist Hospital, the institution evolved into the region's first integrated health system in April 1982 under the NMHS corporate name. Today, NMHS operates a robust network of not-for-profit and for-profit entities dedicated to providing comprehensive healthcare services across the region.

Best Care EAP History & Capabilities

Established by NMHS in 1976, the program originally launched as an internal, substance-use-focused resource serving 2,000 employees at Methodist Hospital. Recognizing the broader needs of the workforce, the program rapidly expanded its scope into a full-service EAP.

In February 2002, the program rebranded as **Best Care Employee Assistance Program**. Moving into its 50th year of service, Best Care EAP continues to deliver a comprehensive array of behavioral health and workplace productivity solutions, currently supporting 301 diverse organizations and corporate clients.

Section B: Financial Statements

To demonstrate the corporate stability, operational continuity, and long-term financial strength supporting our services, Best Care EAP submits the consolidated financial statements of our parent organization, NMHS, Inc.

The audited statements for the 2024–2025 fiscal years are provided as a standalone attachment.

Please reference: Exhibit 1 included as a separate file in the SharePoint submission — 2024-2025 NMHS Audited Financial Statements

Financial Administration Contact

For inquiries regarding the enclosed financial documentation or organizational fiscal management, please contact our internal finance administration:

- **Organization:** Nebraska Methodist Health System, Inc.
- **Address:** 825 S. 169th Street, Omaha, NE 68118
- **Primary Contact:** Lorraine Egger, Controller
- **Phone:** (402) 354-2260
- **Fax:** (402) 354-2157

- **Email:** Lorraine.Egger@nmhs.org

Institutional Banking Reference

For independent verification of financial standing, commercial credit, or institutional stability, our primary banking contact is detailed below:

- **Institution:** U.S. Bank (Rochester 4th Street Branch)
- **Address:** 402 1st Ave SW, Rochester, MN 55902
- **Primary Contact:** Bruce Gudlin
- **Title:** Vice President | Relationship Manager | Non-Profit Healthcare | Institutional Client Group
- **Phone:** (507) 251-4370
- **Fax:** (507) 285-7929
- **Email:** bruce.gudlin@usbank.com

As a regional, non-profit healthcare network, NMHS is a non-publicly held corporation.

- **Litigation and Judgment Disclosure:** NMHS and Best Care EAP have no judgments, pending or expected litigation, or other real or potential financial reversals that would materially affect the viability, financial strength, or operational stability of the organization. No such conditions are known to exist.
- **Credit Evaluation Authorization:** Best Care EAP acknowledges and consents to the State utilizing third-party services to conduct credit checks as part of the corporate overview and financial evaluation process.

Section C: Change of Ownership

NMHS and Best Care EAP do not anticipate any changes in ownership, corporate structure, or organizational control during the twelve (12) months following the solicitation response due date.

Should any unforeseen change in ownership or control occur during the contract term, Best Care EAP explicitly acknowledges and agrees to the requirement to provide immediate formal notification to the State.

Section D: Office Location

The primary office location responsible for contract performance, service delivery, and program administration pursuant to an award of a contract with the State of Nebraska is:

Best Care Employee Assistance Program

9239 West Center Road, Suite 201

Omaha, NE 68124-1900

Note: This central service location houses our core administrative staff, account management, and clinical team, ensuring seamless contract execution and centralized oversight for the State.

Section E: Relationships with the State

Best Care EAP has a long-standing, successful partnership with the State of Nebraska

Contract Name/Service: Licensee Assistance Program (LAP) Services

Contract Number: 74024 O4

Performance Period: 1992 – Present

Contract Name/Service: Employee Assistance Program (EAP) Services

State Agency: Employees of the Nebraska Supreme Court

Agency Contact: Chad Stevens, HR Director

Performance Period: 2013 – Present

Section F: Bidder's Employee Relations to State

Best Care EAP has conducted a thorough review of personnel records and explicitly declare the following:

- **Past State Employment (24-Month Lookback):** No party, executive, or key personnel named in Best Care EAP's solicitation response is, or was, an employee of the State of Nebraska within the past **twenty-four (24) months**.
- **Current State Employment & Subcontracting:** As of the due date for this solicitation response submission, no employee of any agency of the State of Nebraska is employed by Best Care EAP, nor do they serve as a subcontractor to Best Care EAP.

No relationships or dual-employment conditions exist, and Best Care EAP declares that no real or potential conflict of interest is present.

Section G: Contract Performance

Best Care EAP explicitly declares that neither the bidder nor any proposed subcontractor has had a contract terminated for default due to non-performance or poor performance during the past five (5) years.

Terminations for Convenience or Other Reasons

Given the scale of Best Care EAP's operations (serving 301 organizations and companies), normal client turnover occurs due to standard business dynamics (such as corporate acquisitions, strategic shifts, or changing corporate benefits models). Over the past five (5) years, the following contracts were concluded for convenience, corporate restructuring, or non-renewal:

Company / Organization Name & Address	Length of Contract	Circumstances / Reason for Termination
American National Bank 8990 W. Dodge Rd. Omaha, NE 68124	02/01/1988 – 04/01/2026	Corporate Acquisition: The client was acquired by another corporate entity and was contractually required to transition to the parent company's existing EAP vendor.
Angel Guardians, Inc. 15677 Spaulding Street Omaha, NE 68116	07/01/2021 – 04/01/2026	Non-Renewal / Low Utilization: The organization elected to cancel services upon contract expiration due to low internal employee utilization of the EAP program.
Nebraska Spine + Pain Center 13616 California Street, Suite 100 Omaha, NE 68154	04/01/1994 – 04/01/2026	Strategic Shift: The client elected to transition their employee benefits package to a purely digital, app-based EAP platform.

HIPAA Privacy & Security Disclosures

Best Care EAP operates under the Health Insurance Portability and Accountability Act (HIPAA) regulations for the contracted organizations it serves.

- **Security Incident & Breach Reporting:** Within the past three (3) years, Best Care EAP has experienced **zero (0) security incidents** or data breaches that required notification to a Covered Entity or reporting to the U.S. Department of Health and Human Services Office for Civil Rights (OCR).

Section H: Summary of Bidder's Corporate Experience

Best Care EAP possesses extensive, continuous experience providing Employee Assistance Programs, a specialized Licensee Assistance Program (LAP), and comprehensive behavioral health services. Notably, Best Care EAP has served as the trusted provider of LAP services for the State of Nebraska since the inception of the program in 1992.

Today, Best Care EAP manages a stable portfolio of **301 corporate and institutional organizations**, representing approximately **307,920 covered employees** and over **460,086 covered lives** across our integrated EAP and LAP frameworks.

Contract Type	Total Active Contracts	Covered Employees	Covered Lives
Standard Corporate Contracts	87	23,356	58,390
Corporate Contracts with Additional Enhanced Services	177	42,692	106,730
Fulfillment Contracts	25	--	--
Fee-For-Service Contracts	11	35,376	88,440*
Licensee Assistance Program Contract	1	206,496	206,496
TOTAL Comprehensive Portfolio	301	307,920	460,086

Narrative Project Descriptions

The following three projects demonstrate our experience as a **Prime Vendor** managing programs similar to the State's project in size, scope, and operational complexity.

1. Metropolitan Utilities District (M.U.D.)

a) **Time Period of Project:** August 1, 1979 to Present (Renewed annually).

b) **Scheduled & Actual Completion Dates:** None. This is an ongoing, multi-year service contract renewed annually based on continuous exceptional performance.

c) **Bidder's Responsibilities:** Best Care EAP serves as the sole provider executing all clinical assessments, short-term confidential counseling, clinical referral networks, case management/monitoring, mandatory supervisory consultations, critical incident response (CIR), and specialized organizational leadership training.

d) **Customer Reference:**

Customer Name: Metropolitan Utilities District

Contact Person: Bonnie Savine, Vice President of Human Resources

Address: 1723 Harney Street, Omaha, NE 68102

Telephone: (402) 504-5884

Facsimile: (402) 554-7929

E-mail: bonnie_savine@mudnebr.com

e) **Role & Budgetary Performance:** Best Care EAP performed as the **Prime Vendor**. This is an ongoing service agreement rather than a project with a fixed completion date; thus, the budget is tracked as an **Annual Contract Value**. Best Care EAP has successfully managed and delivered all services entirely within the planned annual operating budget for 47 consecutive years. For explicit historical and current annual budget figures, please refer to the accompanying **PROPRIETARY** attachment.

2. Millard Public Schools

- a) **Time Period of Project:** August 1, 1987 to Present (Renewed annually).
- b) **Scheduled & Actual Completion Dates:** None. This is an ongoing, multi-year service contract renewed annually.
- c) **Bidder's Responsibilities:** Operating as the sole provider, Best Care EAP delivers clinical assessments, short-term counseling, comprehensive case management and professional tracking, clinical referrals, human resources support, critical incident response, and employee training workshops across all district locations.
- d) **Customer Reference:**
 - Customer Name:** Millard Public Schools
 - Contact Person:** Jake Curtiss, Director of Employee Relations
 - Address:** 5606 S. 147th Street, Omaha, NE 68137
 - Telephone:** (402) 715-8251
 - Facsimile:** (402) 715-8409
 - E-mail:** jscurtiss@mpsomaha.org
- e) **Role & Budgetary Performance:** Best Care EAP performed as the **Prime Vendor**. Operating as an ongoing service agreement, the project budget is defined by its **Annual Contract Value**. Program costs and operational allocations have tracked perfectly to the originally scheduled and currently planned annual budgets since 1987. Specific annual budget allocations are provided within the **PROPRIETARY** attachment.

3. University of Nebraska – Omaha (UNO)

- a) **Time Period of Project:** July 1, 2016 to Present (Renewed annually).
- b) **Scheduled & Actual Completion Dates:** None. This is an ongoing, multi-year service contract renewed annually.
- c) **Bidder's Responsibilities:** Best Care EAP serves as the exclusive provider handling complex behavioral health care, clinical assessments, brief therapy sessions, formal supervisor/management consultations, continuous client case monitoring, and critical incident responses.
- d) **Customer Reference:**
 - Customer Name:** University of Nebraska – Omaha
 - Contact Person:** Steve Kerrigan, Assistant Vice Chancellor of Human Resources
 - Address:** 6001 Dodge Street, EAB 205, Omaha, NE 68182
 - Telephone:** (402) 554-3998
 - Facsimile:** *Not Applicable / Omitted upon request*
 - E-mail:** stevenkerrigan@unomaha.edu
- e) **Role & Budgetary Performance:** Best Care EAP performed as the **Prime Vendor**. As an ongoing, annually renewed service contract, the budget is evaluated based on its **Annual Contract Value**. The program has successfully achieved all service milestones completely within the planned annual budget parameters. For explicit annual budget details, please reference the **PROPRIETARY** attachment.

Subcontractor Experience Disclosure

Best Care EAP will self-perform the primary administration, account management, and clinical oversight required for this contract.

- **Declaration of Subcontractor Experience:** Best Care EAP has not included any subcontractor narrative project descriptions within this proposal, as no subcontractors are proposed to manage or execute core project responsibilities or contract costs. If an affiliate network counselor is utilized for localized care, they function under Best Care EAP's prime vendor clinical guidelines and are not separate project entities.

Section I: Summary of Bidder's proposed personnel/management approach

Best Care EAP utilizes a relationship-based, centralized management approach to ensure seamless execution, clinical excellence, and absolute contract compliance for the State of Nebraska.

Our management philosophy centers on providing a single, dedicated point of contact for State leadership, backed by an integrated clinical and administrative support network. Contract management will be governed by:

- **Proactive Account Management:** Quarterly utilization reviews, dedicated contract compliance monitoring, and immediate issue resolution protocols.
- **Clinical Oversight:** Continuous quality assurance monitoring of all affiliate networks, clinical counseling, and specialized programs (such as LAP).
- **Open Communication Channels:** Regular scheduled briefings between the Best Care EAP leadership, the Best Care EAP LAP Coordinator, and designated State representatives to evaluate performance metrics.

Proposed Project Team and Reporting Relationships

To ensure continuity of care and stable administration, Best Care EAP has designated a specialized team of professionals explicitly assigned to the State's project.

Team Roles and Primary Assignments

Terry Coleman, Clinical Manager

Project Role: Clinical Oversight & Quality Assurance

Primary Assignment: Serves as point of contact for State contract administrators.

Responsible for overall contract compliance, delivery of program metrics, problem resolution, operational oversight and ensures HIPAA compliance.

Michelle Hruska, LAP Coordinator

Project Role: Clinical Services

Primary Assignment: Serves as primary, day-to-day point of interface for the Department of Health and Human Services, Division of Public Health Licensure Unit, referring agencies/employers, facilitates assessments, manages treatment resources list and makes referrals, monitors treatment adherence and provides specialized LAP case management, writes monthly newsletters, coordinates promotional/educational materials, writes curriculum and presents educational sessions.

April Epley, Business Office Manager

Project Role: Administrative & Reporting Support

Primary Assignment: Manages electronic health records/software, compliance and data tracking, prepares quarterly utilization reports, and supports billing and invoicing accuracy.

This core team directly interfaces with and is supported by NMHS's centralized corporate divisions, including Legal, Human Resources, Information Technology, and Finance, ensuring 100% operational redundancy and administrative stability.

Personnel Commitment and Policy Acknowledgment

Best Care EAP guarantees the commitment of the specific professionals named above to the State of Nebraska project. In strict accordance with the RFP requirements, Best Care EAP explicitly acknowledges and agrees that **any changes in proposed personnel shall only be implemented after receiving prior written approval from the State.**

Proposed Personnel Resumes

Comprehensive resumes for the proposed personnel and verifications of licensure are attached as **Exhibit 2**. In compliance with State guidelines, each resume is restricted to under three (3) pages and explicitly contains academic backgrounds, professional certifications, an overview of the individual's process understanding, and three (3) professional references with names, addresses, and telephone numbers.

Section J: Subcontractors

Best Care EAP will self-perform 100% of the responsibilities, clinical services, and administrative tasks required under this contract.

Best Care EAP does not intend to subcontract any part of its performance hereunder. Consequently, the requirements for items (i) through (iv) are not applicable to this proposal.

- **i. Name, address, and telephone number of subcontractor(s):** None / Not Applicable.
- **ii. Specific tasks for each subcontractor(s):** None / Not Applicable.
- **iii. Percentage of performance hours intended for each subcontract:** 0%
- **iv. Total percentage of subcontractor(s) performance hours:** 0%

All services—including substance use assessments, specialized counseling, case management, clinical monitoring, compliance reporting, and educational presentations—will be executed directly by fully qualified, licensed personnel employed by Best Care EAP, with full administrative backing from Nebraska Methodist Health System.

Exhibit 2

Terry Coleman

Best Care Employee Assistance Program
Nebraska Methodist Health System
9239 West Center Road
Omaha, NE 68124
(402-354-8000)

I am employed by the Nebraska Methodist Health System as the Manager of Clinical Services for Best Care EAP. Best Care EAP is a national EAP services provider that provides short-term counseling and referrals for the employees of customer companies. I have been with the Health System for over thirty-two years. For the past 27 years my primary responsibilities have been to effectively manage the day-to-day clinical operations of Best Care EAP and provide clinical supervision for staff. The types of cases I oversee include substance use, marriage and family, job/career and a variety of mental health issues. For the past 9 years my duties also included overseeing the operation of the Nebraska Licensee Assistance Program. In addition, I provide individual, marriage, family, critical incident, grief recovery and disaster response counseling services. This includes providing onsite counseling support for employees impacted by traumatic events such as workplace accidents or bank robberies. I also consult with human resource personnel and company leaders to provide direction in working through difficult employee situations.

Nebraska Licensure and Certification

- Licensed Mental Health Practitioner #428
- Licensed Independent Mental Health Practitioner #1762

Education

University of Nebraska at Omaha, 1992
Master of Arts in Community Counseling
University of Nebraska at Lincoln, 1980
Bachelor of Arts in Sociology, Minor in Psychology

Professional Experience

Manager of Nebraska Licensee Assistance Program, 2/17 – present

Duties include clinical supervision of all NE LAP cases; supervision of NE LAP staff; quarterly meetings with the state steering committee that oversees the NE LAP operations.

Manager of Best Care EAP Clinical Services, 4/07 – present

Duties include responsibility for the management of counseling services; supervision of clinical staff; and maintenance of effective business relations with contracting companies and referral resources. Additional duties included counseling, consulting and provision of education and training.

Supervisor of Best Care EAP Clinical Services, 7/99 – 4/07

Duties included supervision of the clinical staff. Additional duties included counseling, consulting and provision of education and training.

Adjunct Faculty Bellevue University, 8/06 – 5/17

Duties include teaching graduate level classes in counseling and life coaching.

Employee Assistance Counselor, Best Care Employee Assistance Program, 7/93 – 7/99

EAP counseling duties included clinical assessment, short-term counseling and referral for individuals, couples and families.

Counselor, Omaha Counseling Associates, Omaha, NE, 5/92 – 7/93

Duties included counseling for individuals, couples and families in a private practice setting.

References

1. Michelle Meyer
Human Resource
Director
Columbus Community
Hospital
4600 38th Street
Columbus, NE 68601
402-562-3368
2. Don Gillespie, LADC
License Alcohol and
Drug Counselor
Private Practice
8031 W Center Rd.
Suite 216
Omaha, NE 68124
3. Jean Faber
Corporate Director,
Best Care EAP
Omaha, NE
402-354-8000



Jim Pillen, Governor

Public Health Licensure Unit Certification of Licensure

This certificate serves as primary source verification of licensure in the State of Nebraska as of the close of the business day before 6/30/2026.

Name: Terry Ross Coleman
Type: Independent Mental Health Practitioner
Number: 1762
Status: Active
Issued: 05/04/2017
Expiration: 09/01/2026
Education: 05/01/1992 University of Nebraska at Omaha

Disciplinary/Non-Disciplinary Information:

No disciplinary/non-disciplinary actions taken against this license.

If you have questions about this information, please contact the Licensure Unit at (402) 471-2115 or DHHS.LicensureUnit@nebraska.gov.

Michelle R. Hruska
Best Care EAP/NE LAP
9239 West Center Road
Omaha, NE 68124
(402) 354-8055

Throughout my 26-year career in the substance use field, I have provided comprehensive care to adolescents and adults across multiple treatment modalities. My expertise ranges from initial diagnostic assessments to residential treatment, including the development and facilitation of specialized group curriculums. Notably, for the last 16 years, I have specialized in evaluating healthcare professionals for substance use disorders, developing individualized treatment recommendations, and monitoring ongoing compliance to support sustained recovery while promoting patient safety and public protection.

Nebraska Licensure & Certification

- **LIMHP** | Licensed Independent Mental Health Practitioner, State of Nebraska (License #763)
- **LADC** | Licensed Alcohol and Drug Counselor, State of Nebraska (License #800)

Education

Master of Science (M.S.) in Community Counseling | 2004 University of Nebraska at Omaha - Omaha, NE

Bachelor of Arts (B.A.) in Human Services | 1995 College of Saint Mary – Omaha, NE

Professional Experience

Best Care Employee Assistance Program | Nebraska Methodist Health System – Omaha, NE

Nebraska Licensee Assistance Program (NE LAP) Coordinator | 2/2017 – Present

- Provide comprehensive substance use assessments for pre-licensed, licensed, certified, and registered healthcare professionals within the State of Nebraska.
- Manage end-to-end case management, including determining clinical treatment referrals, monitoring compliance, and providing expert consultations.
- Design and distribute educational presentations, professional newsletters, and targeted "newsblasts" to promote program resources and awareness.

Employee Assistance Counselor (EAP) / Substance Abuse Expert (SAE) / NE LAP Counselor | 3/2010 – 2/2017

- **Substance Abuse Expert (SAE):** Conducted rigorous substance use assessments to determine fitness-for-duty compliance in strict alignment with Nuclear Regulatory

Commission (NRC) guidelines. Managed case placement, treatment monitoring, and follow-up evaluations.

- **NE LAP Counseling:** Evaluated healthcare professionals, facilitated specialized treatment referrals, and provided ongoing case management, compliance monitoring, and clinical consultations.
- **EAP Counseling:** Delivered clinical assessments, short-term counseling, and resource referrals for individuals, couples, and families navigating personal and professional challenges.

Uta Halee Girl's Village / Cooper Village for Boys – Omaha, NE

Therapist / Case Manager | 6/2005 – 4/2010

- Delivered comprehensive clinical case management, individual, family, and group counseling services for adolescents with mental health and dual-diagnosis challenges.
- Managed the full continuum of care, transitioning and supporting clients from outpatient levels of care through intensive residential treatment center environments.

ABH Addiction and Behavioral Health Services – Omaha, NE

Therapist | 5/2004 – 11/2005

- Completed diagnostic substance use assessments and provided clinical case management for adolescent clients enrolled in the dual-diagnosis Intensive Outpatient Program (IOP).
- Facilitated individual, family, and group therapeutic services tailored to recovery and mental health stabilization.
- Formulated, monitored, and updated individualized treatment plans, clinical progress notes, and comprehensive discharge summaries.

Case Manager / Office Manager | 10/2001 – 5/2004

- Coordinated client care pathways, facilitated communication between clinical teams and families, and managed the day-to-day administrative and operational functions of the office.

Assistant Counselor | 11/2000 – 10/2001

- Supported primary counselors, client monitoring, and general program documentation to maintain an optimal therapeutic environment.

References

- Debra Kissel, LICSW, LIMHP, LADC
1760 S 204th Court
Elkhorn, NE 68022
402-658-9995
- Kendra Slater, LIMHP, LADC
Good Life Counseling & Support
200 N 34th Street
Norfolk, NE 68702
402-680-5801
- Marti Finkel, LIMHP, LCSW, LADC
Compassionate Minds Therapy
11605 Miracle Hills Drive, Ste 300
Omaha, NE 68154
402-213-1960



Jim Pillen, Governor

Public Health Licensure Unit Certification of Licensure

This certificate serves as primary source verification of licensure in the State of Nebraska as of the close of the business day before 6/30/2026.

Name: Michelle R Hruska
Type: Independent Mental Health Practitioner
Number: 763
Status: Active
Issued: 07/02/2010
Expiration: 09/01/2026
Education: 05/07/2004 University of Nebraska at Omaha

Disciplinary/Non-Disciplinary Information:

No disciplinary/non-disciplinary actions taken against this license.

If you have questions about this information, please contact the Licensure Unit at (402) 471-2115 or DHHS.LicensureUnit@nebraska.gov.



Jim Pillen, Governor

Public Health Licensure Unit Certification of Licensure

This certificate serves as primary source verification of licensure in the State of Nebraska as of the close of the business day before 6/30/2026.

Name: Michelle R Hruska
Type: Alcohol and Drug Counselor
Number: 800
Status: Active
Issued: 06/15/2009
Expiration: 09/01/2026
Education: 05/07/2004 University of Nebraska at Omaha

Disciplinary/Non-Disciplinary Information:

No disciplinary/non-disciplinary actions taken against this license.

If you have questions about this information, please contact the Licensure Unit at (402) 471-2115 or DHHS.LicensureUnit@nebraska.gov.

April Epley
Best Care Employee Assistance Program / Community Counseling Program
9239 West Center Road
Omaha, NE 68124
(402) 354-8000 | April.epley@bestcareeap.org

Throughout my 23-year tenure with the Nebraska Methodist Health System, culminating in my current role as Manager of Behavioral Health Business Office & Operations, I have built and refined the precise operational infrastructure required to manage a high-performing, statewide licensee assistance model. My experience focuses heavily on mitigating compliance and safety risks through the direct oversight of multi-program clinical workflows, clinician credentialing, digital intake, and complex psychiatric billing. Additionally, serving as the daily System Administrator for *EAP Expert* positions me to immediately deliver the precise data tracking, federal confidentiality safeguards, and rigorous stakeholder reporting required to protect the public while supporting licensee recovery.

Education

- Master of Business Administration (MBA)
Nebraska Methodist College | 2021
- Bachelor of Science in Business Administration
Bellevue University | 2003

Professional Certifications

- Commissioned Notary Public | State of Nebraska

Professional Experience

Best Care Employee Assistance Program (EAP) / Community Counseling Program (CCP) Nebraska Methodist Health System – Omaha, NE

Manager of Behavioral Health Business Office & Operations | 2019-Present

- Directed comprehensive business office operations and maintained full supervisory oversight of daily, clinic functions for both the EAP and CCP programs to ensure seamless service delivery.
- Served as System Administrator for EAP Expert software, designing and maintaining advanced reporting architectures to deliver critical data insights to members and state stakeholders.
- Directed end-to-end billing, accounting, and collections for EAP and CCP networks, including psychiatric CPT/ICD-10 coding, insurance denial management, and clinician credentialing.
- Oversee the entire digital client onboarding—from automated intake and online registration to final follow-up—while actively identifying and mitigating operational and safety risks.
- Oversee Best Care EAP's national provider network, directing end-to-end network growth through strategic clinician recruitment, contract negotiations, and the management of national client referral pipelines.

Methodist Physicians Clinic
Nebraska Methodist Health System – Omaha, NE

Operations Manager | 2015 – 2019

- Designed and implemented standardized workflows for front-end administrative staff to improve efficiency
- Collaborated with the Director to manage and allocate the staffing budget.
- Spearheaded targeted billing initiatives that substantially decreased insurance denials across all responsible clinic locations.
- Served as a key stakeholder on multiple cross-functional leadership committees to drive organizational improvement.
- Maintained comprehensive supervisory oversight for daily clinic operations, performance management, and regulatory compliance.

Operations Supervisor | 2011 – 2015

- Identified, recruited, and retained top-tier administrative talent, fostering a high-performance culture across multiple clinic locations.
- Supervised and mentored non-clinical personnel, including reception and medical records teams, across diverse regional sites.
- Improve department workflow, conduct performance appraisals, training, coaching
- Optimized electronic health record (EHR) physician templates to maximize patient scheduling capacity and streamline clinical workflows
- Obtained State of Nebraska Notary Commission to expedite legal, provider, and patient paperwork, reducing administrative delays.

Practice Management Analyst | 2009 – 2011

- Compiled and distributed critical management reports, translating complex operational data into actionable insights for executive leadership.
- Provided advanced analytical and reporting support to physicians, clinic sites, and senior management to optimize decision-making.
- Appointed as the MPC representative on the Community Benefits Committee, aligning clinic initiatives with community health needs.
- Facilitated procurement operations for clinic sites while maintaining strict oversight of the quarterly inventory and supply chain processes.

Administrative Assistant | 2005 – 2009

- Provided executive-level administrative support to the President and the administrative leadership staff of the Physicians Clinic.
- Partnered with the Marketing Department to update, audit, and publish official communications and clinic publications.
- Managed the formal patient dismissal process, ensuring strict adherence to legal compliance, documentation standards, and risk-mitigation policies.
- Administered the Patient Incentive Plan for direct-care employees, tracking metrics to reward and drive staff engagement.
- Supported multi-site clinic procurement by coordinating the purchasing of critical medical and office supplies.

**Best Care Employee Assistance Program
Nebraska Methodist Health System – Omaha, NE**

Secretary II | 2003 – 2005

- Maintain Database in Access by adding new clients and rescheduling clients
- Responsible for closing client's files and sending out satisfaction questionnaires
- Work on special projects for the Director and Business Office Manager
- Schedule Training programs for Training Consultants

Professional References

1. Ellen McElderry
Methodist Jennie Edmundson Behavioral Health
3620 South 24th St, Council Bluffs, IA 51501
402-917-8927
2. Adrienne Pitzl
Nebraska Methodist Health System
16953 Rachel Snowden Parkway, Bennington, NE 68007
402-212-9407
3. Jean Faber
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Return to page 8