

JORGE BARBACHAN

Director-Level Customer Operations Leader | Healthcare RCM & EDI Expert | Builder of Scalable Support Organizations

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PROFESSIONAL SUMMARY

Strategic healthcare operations and customer experience leader with over 20 years of experience in Revenue Cycle Management (RCM), EDI operations, customer support transformation, and process automation. Recognized for building and scaling enterprise support organizations, optimizing operational workflows, and implementing data-driven performance frameworks. Proven ability to align customer support strategy with organizational growth, improve service delivery, and drive measurable operational results through automation, analytics, and cross-functional leadership.

KEY SKILLS

- Customer Support & Service Operations Leadership
- Department Build & Organizational Design
- KPI, SLA & Performance Management
- Data Analytics, Reporting & Business Intelligence
- Cross-Functional Operational Governance
- Revenue Cycle Management (RCM) Strategy
- Process Optimization & Automation
- EDI Management & Healthcare Compliance (HIPAA, ANSI X12)
- Team Leadership & Offshore Workforce Management
- Technology & Systems Integration

PROFESSIONAL EXPERIENCE

Senior Manager, Customer Support | (Department Founder)

Paradigm Senior Services — Miami, FL | April 2025 – Present

- Selected by executive leadership to design, launch, and operationalize the company's first centralized Customer Support Department.
- Built the department from inception, defining organizational structure, staffing model, and service delivery framework.
- Recruited and developed 2 Customer Support Leads and 7 offshore Customer Support Specialists supporting multi-tier operations.
- Centralized operational functions from multiple departments, improving ownership clarity and provider experience.
- Developed and implemented Standard Operating Procedures (SOPs), intake workflows, escalation paths, and governance models.
- Designed executive reporting dashboards providing leadership visibility into performance, volume trends, and operational health.
- Established industry-aligned KPIs and SLAs consistently exceeding targets for response time, resolution time, and customer satisfaction.
- Implemented structured service lifecycle management improving responsiveness and cross-department collaboration.
- Partner with executive leadership to align customer support strategy with organizational growth and scalability objectives.
- Led continuous improvement initiatives leveraging automation, analytics, and operational optimization.

EDI Operations Manager

CareCloud Corporation, Miami, FL | February 2021 – September 2024

- Led the EDI team and infrastructure, collaborating with cross-functional teams to optimize EDI processes, reducing errors and enhancing operational efficiency by 30%.
- Developed and implemented EDI strategies aligned with business objectives, cutting costs by 15% through renegotiation of trading partner agreements.
- Automated manual workflows, streamlining claim submission and payment reconciliation, resulting in higher accuracy and reduced processing time.
- Maintained and optimized relationships with trading partners, renegotiating agreements to increase monthly receivables and lower operational costs.
- Produced and analyzed KPI reports, identifying trends and guiding teams to exceed performance benchmarks, leading to a 30% improvement in key metrics.
- Ensured compliance with industry regulations (HIPAA, ANSI X12) and optimized EDI transaction processing to improve accuracy and reduce claim rejections.
- Trained and mentored EDI specialists and cross-functional teams, fostering a culture of continuous improvement and operational excellence.

Business Analyst

CareCloud Corporation, Miami, FL | February 2015 – September 2024

- Designed and developed custom reports and dashboards, transforming raw data into actionable business insights to drive strategic decision-making.
- Analyzed operational workflows, identifying inefficiencies and implementing solutions that enhanced departmental efficiency and reduced process bottlenecks.
- Collaborated with cross-functional teams to define business requirements, ensuring seamless integration between IT, RCM, and stakeholder objectives.
- Led process improvement initiatives, increasing automation and standardization of reporting, resulting in more accurate financial and

operational performance tracking.

- Provided strategic guidance to the Revenue Cycle Management team, improving claims processing accuracy and cash flow management.
- Acted as a liaison between business units, IT teams, and external partners, ensuring clear communication and alignment on project goals.
- Streamlined data reporting processes, reducing reporting turnaround time and improving data-driven decision-making efficiency.

EDI Operations Specialist

CareCloud Corporation, Miami, FL | May 2016 – February 2021

- Served as the primary EDI operations lead, ensuring seamless data transmission and compliance with HIPAA and industry regulations.
- Acted as backup EDI Compliance Manager, troubleshooting complex issues and implementing process improvements to enhance system reliability.
- Monitored and managed the daily receipt and processing of claim files, identifying and resolving data transmission errors to improve accuracy and efficiency.
- Optimized EDI workflows, reducing manual interventions and increasing automation, which led to faster claim processing and improved turnaround times.
- Analyzed operational trends and performance metrics, identifying key areas for system enhancements and cost reductions.
- Collaborated with IT, business teams, and external trading partners to improve data exchange processes, minimizing errors and ensuring seamless integration.
- Provided training and mentorship to junior team members, fostering a culture of continuous improvement and knowledge sharing.

RCM Operations Lead

CareCloud Corporation, Miami, FL | September 2013 – February 2015

- Led and supervised the RCM Operations Team, ensuring adherence to billing policies, payer guidelines, and revenue cycle best practices.
- Implemented strategic RCM initiatives, reducing financial losses and enhancing process accuracy, resulting in improved cash flow and decreased claim denials.
- Monitored and analyzed revenue cycle KPIs, including denial rates, AR days, and collection rates, leading to a significant increase in operational efficiency.
- Developed and optimized billing workflows, improving claims submission accuracy and reducing processing errors.
- Evaluated team performance and provided coaching and mentorship, increasing productivity and enhancing staff expertise in revenue cycle management.
- Collaborated with cross-functional teams to streamline billing, payment posting, and denial management processes, improving reimbursement rates.
- Identified and addressed inefficiencies in the revenue cycle, implementing solutions that resulted in faster claim resolution and improved revenue recovery.

Batch Control – Remittance Analyst

CareCloud Corporation, Miami, FL (Feb 2011 – Aug 2013) | Avisena Inc., Miami, FL (Jul 2006 – Feb 2011)

- Managed and processed payments exceeding \$50 million monthly across multiple payers, ensuring compliance with SLA requirements and financial accuracy.
- Monitored and controlled batch processing operations for over 4,000 provider offices, improving timeliness and data accuracy in payment processing.
- Conducted quality assurance (QA) checks on batch creation, identifying and resolving discrepancies to enhance payment reconciliation efficiency.
- Streamlined batch processing workflows, implementing best practices that reduced processing errors and improved turnaround time.
- Collaborated with finance and IT teams to enhance remittance reconciliation procedures, ensuring seamless integration with revenue cycle processes.
- Developed reporting tools to track and analyze batch performance, providing insights that led to improved operational efficiency and reduced payment delays.

EDUCATION

Bachelor of Science (B.S.) in System Analysis and Design

Miami Dade College, Miami, FL | January 2010

Bachelor of Arts (B.A.) in Business Administration

Universidad De Lima, Lima, Peru | February 1999

Associate in Science (A.S.) in Programming Analysis

JBR Institute of Sciences, Lima, Peru | January 1994

CERTIFICATIONS

EDI Specialist | SQL | HIPAA Compliance Training

ADDITIONAL INFORMATION

Languages: Fluent in English and Spanish.

Interests: Process optimization, team development, and technology-driven efficiency.