

## Urgent Care Association of America



Candy Bigham, CMC, CMCO  
Practice Administrator  
Care United Medical Center

Candy is Practice Administrator for Care United Medical Center, a start-up urgent care with locations in Forney and Rockwall, Texas and Laramie, Wyoming. With more than 20 years experience in the management of large physician groups, Candy has given practices valuable insight on process improvements in billing and collections. She has also assisted physicians in developing tools to measure and monitor the financial health of their practice. Specific accomplishments with Care United include:

Candy assisted in forming an efficient billing office team. She increased gross collections 16% (from 45% to 61%) and increased net collections 35% (from 72% to 107%). Under her supervision Care United saw 34 day improvement in days in accounts receivable (decreased from 56 dar to 22 dar). There A/R aging - over 120 days in A/R decreased from 41% to 8%. They also increased self-pay collections by 19.27%. She developed systems to monitor key performance indicators and implemented internal controls to insure all fee income is deposited into operating account.

Candy earned a Bachelor of Science degree from the University of the South at Sewanee, Tennessee. She is also a Certified Medical Coder and a Certified Medical Compliance Officer. Candy has extensive experience in oversight of billing and collections; budgeting; cash flow; human resource and benefits administration; and managed care credentialing.

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