



CAREN PUVALOWSKI, CHFP
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As the Service Line Leader in our Critical Access Hospital/Rural Health Division, Caren offers our clients over twenty-three years of CAH and other Rural Hospital financial, accounting revenue cycle and reimbursement experience. She has worked in a variety of roles in the finance departments of Critical Access Hospitals (CAHs), including multiple years as a Chief Financial Officer. Caren's prior provider experience and hands-on knowledge of the issues impacting rural hospitals allows her to identify both present and future reimbursement and payment opportunities.

Caren's broad experience in multiple facilities has included ensuring that they optimize their payments under their CAH and rural designations. Areas of focus have included financial, reimbursement, cash flow analysis, pro-forma scenarios, accounting, general ledger, financial statements, contractual allowance, contract management and negotiations, operational efficiency, and revenue cycle analysis. Caren brings these areas of focus to effectively assist our clients. Her accomplishments include:

- Successful application submission and conversion of a hospital to CAH status, as well as several clinics to Rural Health Clinic status.
- Negotiation and coordination of payer contracts, including those for a new retail pharmacy.
- As CFO for a CAH, consistently established a culture related to overall financial performance and worked as a leader to sustain a fully operational community hospital
- Lead cross functional teams focused on various initiatives including the reduction of lost revenue, risk management, internal policies, risk of claims and other and revenue cycle related areas.
- Key role in development of community support and fundraising activities in an effort to ensure that the hospital remained open and solvent. Activities exceeded the identified goal.
- Preparation of Medicare and Medicaid cost report related work papers, budgets, audit work papers and 990 tax returns.
- Oversight of the reporting of the Meaningful Use attestation stages which resulted in additional revenue for the hospital.
- Lead role in the implementation of a new financial system while enhancing processes to increase charge capture, reduce claim errors and improve accuracy. Experience with a number of financial and EHR systems, including Dairyland/Healthland, Rollins, Tech Time/MedWorxs, HMS and Epic.
- Multiple employee and board presentations, as well as annual open community meetings.

Caren earned a Bachelor of Business Administration degree from Saginaw Valley State University, majoring in Finance. She is a member of the Great Lakes Chapter of Healthcare Financial Management Association and has achieved the status of Certified Healthcare Financial Professional. In addition, she completed the World Class Customer Service with Innovation course through Dale Carnegie.