



## **Words from the Founder of ANS Medical Billing Systems: Chekesha Parker**

Most of my professional Career has been in the healthcare industry, the last 12 years to be exact. I started out in the private sector as a CNA/HHA. I chose that work so that I could take care of my grandmother with the skillset to coincide with the deep love and appreciation I had for her. It turned out she thrived a lot longer than anticipated and didn't need my assistance just then. To become more well versed in this industry I made the switch to the medical administrative side and entered that field as a Patient Access Rep, in an Emergency Department Trauma Center. After doing that for several years, I transitioned to a Medical Secretary,

before finally becoming a Program Coordinator for an outpatient, acute, hospital-level care program where care was provided in the home setting.

The goal of this program was to reduce hospital admissions, reduce hospital readmissions, reduce cost of care, increase patient satisfaction, improve continuity of care, facilitate communication to providers, patient centric care, and shared decision making. In this role I was a part of a team consisting of all providers including a pharmacist and social worker. I was one of one for the first time, handling all administrative functions of the clinic and essentially assisting each team member individually as well as collaboratively. My job was to manage operations so the team could “focus on patient care”. With quality patient care being the objective, my role was essential to the providers.

This position developed me as the health care business professional I am today. It was at this juncture my grandmother, who was a mother to me, began to decline at 98 years old. I made a sacrifice to put my career on hold and moved her in with me, to provide her

with the highest level of love, comfort, and care anyone could have, until her peaceful transition in my arms in January of 2022. It was the most beautiful, challenging, heartbreaking experience I've had to date. I gained additional experience in this industry by advocating for her, managing her care, coordinating the services and again, problem solving. Simultaneously I began training in medical billing and coding, obtained my credentials and founded ANS Medical Billing Systems. I named the company in Honor of my late grandmother Alice N. Strong. I am her legacy, and she is mine. I have turned my greatest skill into a business.

I founded ANS for both personal and professional reasons. Professionally, because working in this industry, in my role as a coordinator for a clinical team gave me firsthand knowledge and experience in tending too and identifying needs of the clinic, as I was heavily relied upon, for patient care to remain the focus, in addition to identifying customer needs. I began to research the necessity across the industry for billing/revenue cycle and practice management and found many practices could benefit greatly from these services. We are a solution-based business whose goal is to alleviate the billing burden for our clients so they can focus on patient care, which can significantly improve business for the practice. Our mission is to contribute to people in disenfranchised communities having access to fair and equitable health care. How we add value is by providing a “credentialling” service to practices which gets them contracted with state and government payers, giving people in underserved communities access to a wide range of health care options. As an inner-city person of color this is important to me.

My personal reasons for founding ANS are due to negative experiences in the workplace throughout my professional career. Such as, hostile workplace issues, micromanagement, retaliation, unfair work practices, abuse of power, lack of flexibility, being underpaid and undervalued as well as having earned time and vacation withheld, along with discrimination. One of the most difficult parts of employment was the pressure imposed for needing to take time off as a parent and as a parent of a child with health issues. Being on a job, being forced to choose between my sick child or sick parent I had to care for or the threat of losing my job was anxiety provoking! Having had this very stressful experience and craving a work/life balance, I decided to create opportunities for others where I could provide a healthy, positive, and supportive workplace experience, with flexibility built into the model. The objective is WELLNESS in the workplace, so our staff want to show up, feel good about what they do and can maximize their potential. I intend to foster a positive work environment which promotes growth, mentorship, and advancement opportunity.