MAI LING FLORES

Kissimmee, FL • Remote
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PROFESSIONAL SUMMARY

Strategic healthcare operations and provider relations professional with 13 years of progressive experience supporting physician practices, healthcare organizations, and payer networks. Extensive background in provider outreach, provider education, advanced insurance verification, prior authorizations, patient access, revenue cycle support, and workflow optimization across Medicare, Medicaid, and commercial health plans.

Proven ability to build strong provider relationships, educate medical offices on payer requirements, resolve complex authorization issues, and collaborate with multidisciplinary teams to improve operational efficiency and patient outcomes. Additional cybersecurity training supports healthcare compliance, data protection, and operational security.

CORE COMPETENCIES

• Provider Outreach • Provider Relations • Provider Education • Prior Authorizations(Advanced) • Insurance Verification (Advanced) • Revenue Cycle Support • Patient Access • Scheduling Optimization • Medicare • Medicaid • Commercial Insurance • HIPAA • OSHA • Workflow Improvement • Relationship Management • Splunk • SIEM • Wireshark • Snort IDS • VirusTotal • Risk Assessment • Incident Reporting • Critical Thinking • Customer Service

PROFESSIONAL EXPERIENCE

Three Pillars Financial Services | Remote
Owner, Tax Professional | February 2024 – Present

- Prepare accurate federal and state tax returns for individuals and small businesses.
- Review financial documents and verify supporting documentation.
- Educate clients on tax laws and filing requirements.
- Maintain strict confidentiality and IRS compliance.

Get More Taxes | Remote
Tax Preparer | April 2023 – January 2024

- Prepared federal and state tax returns for individuals and business entities.
- Reviewed documentation and identified tax-saving opportunities.

Royal Solutions | White Plains, NY
Senior Authorization Specialist | June 2022 – March 2023

- Served as primary liaison between provider offices, payers, and clinical teams.
- Managed complex prior authorizations across Medicare, Medicaid, and commercial plans.
- Educated providers on payer requirements and documentation standards.
- Resolved escalated authorization issues and improved workflow efficiency.

Children First Home Health | Orlando, FL
Clinic Manager | Provider Relations, Insurance Authorizations & Payer Operations| March 2014 – March 2020

- Built relationships with physician offices, referral sources, and insurance carriers.
- Verified insurance benefits and secured prior authorizations.
- Resolved coverage issues to support patient care and revenue cycle performance.
- Partnered with billing and IT teams to improve operational workflows.

CYBERSECURITY PROJECTS

University of Central Florida – Cyber Defense Labs (August 2023 – March 2024)

- Completed hands-on cybersecurity simulations involving incident response and threat detection.
- Performed log analysis using Splunk SIEM.
- Conducted malware and packet analysis using VirusTotal, Wireshark, and Snort IDS.

EDUCATION

Monroe College – Bachelor's Degree, Healthcare Administration

Technical Career Institute – Associate Degree, Health Information Technology

University of Central Florida – Cyber Defense Impact Certificate (2024)

Coursera – CompTIA Cybersecurity Coursework (2024)

CERTIFICATIONS

- PTIN – Professional Tax Identification Number
- Cyber Defense Impact Certificate – University of Central Florida
- CompTIA Cybersecurity Coursework – Coursera