

Amy Rich is a health care policy communications specialist for the Texas Department of Insurance, Division of Workers' Compensation (DWC), Health Care Provider and Return to Work Outreach team. She began her career at DWC in 2000 as a medical dispute resolution officer and has served in other roles such as project manager, reimbursement administrator, associate director of Medical Review, and as the director of Medical Dispute Resolution. Prior to DWC, Rich spent 15 years as a leader in patient finance, medical billing, and patient access at Seton Healthcare System, St. David's (HCA) Healthcare System, and several physician medical practices, including a large orthopedic clinic. She is also a published author with articles in the National Association of Healthcare Access Management Journal and a former speaker at the National Association of Healthcare Access Management and Ingenix national conferences. She received a Bachelor of Science in health care administration from Texas State University and attended graduate classes towards a Master of Business Administration from St. Edwards University.

