

## HOSPITAL & PHYSICIAN BILLING SPECIALIST

### Professional Summary

HIGHLY-ORGANIZED PROFESSIONAL WHO EXCELS AT ASSISTING HEALTHCARE PROVIDERS WITH BILLING MANAGEMENT & CODING SUPPORT. WELL-ROUNDED TEAM PLAYER WITH A STRONG TRACK RECORD OF WORKING IN COLLABORATIVE ENVIRONMENTS, AND DRIVING BOTTOM LINE GROWTH THROUGH REDUCING OUTSTANDING RECEIVABLES. EXCELLENT COMMUNICATOR AND FREELANCE HEALTHCARE MARKETING CONSULTANT WHO EXCELS AT ESTABLISHING A RAPPORT WITH CLIENTS FROM DIVERSE BACKGROUNDS. PROBLEM SOLVER WHO EXERCISES CRITICAL THINKING, AND PERFORMS WORK AHEAD OF SCHEDULE. SEEKS TO TRANSITION INTO A MANAGEMENT ROLE WITH A PHYSICIAN'S OFFICE THAT WILL UTILIZE THE TALENTS/SKILLS OF AN EXPERIENCED MEDICAL BILLING SPECIALIST, AND ASPIRING OFFICE MANAGER.

### Licenses

### Skill Highlights

- Collections & Receivables
- Patient Advocacy
- ICD-9 & ICD-10 Standards
- Medical Billing & Coding
- Administrative Support
- Electronic Medical Records
- Insurance Verification
- Marketing & Design
- HIPPA Compliance
- FACS
- Athena
- Centricity
- Medical Manager
- MediTech
- MediSoft
- TruCode
- NueMD
- Microsoft Office Suite (Word, Excel, Access, Outlook, PowerPoint) — QuickBooks

Knowledge of HMOs, Medicare and Medi-Cal

Medical Manager Software

Managed care contract knowledge

Electronic Medical Record (EMR) software

ICD-9 coding

Trained in ASC Coding

CPT and HCPCS coding

Internal medicine billing

HHM and Medisoft billing systems

HIPAA compliance

Medical billing software

Strong planning skills

Technical expertise

Patient-focused care

Strong work ethic

Team player with positive attitude

Deadline-driven

Good written communication

Exercises good judgment

#### Professional Experience

Hospital & Physician Billing Specialist

December 2013 to Current Company Name i¼ City , State

- Responsible for managing and resolving insurance denials for medical, Workers Compensation and Personal Injury claims. Works with a team of Billing Specialists to interact with major insurance carriers, as well as government payers, including Medicare. Accountable for ensuring all new insurance claims are filed in a timely manner to prevent future reimbursement issues.
- Key Achievements & Bottom Line Growth
- Reduced receivables for a major North Carolina medical center from \$4M to \$520K in an 8-month period by reversing denials for patients via the insurance firms' appeal process, and by providing documentation confirming procedures were necessary
- Created and implemented new processes to facilitate the timely filing of new insurance claims

Healthcare Marketing Consultant / Freelancer

January 2009 to Current Company Name i¼ City , State

Provides ongoing marketing support to Scripps Memorial Hospital and Scripps Mercy Hospital in San Diego. Assists with projects including graphic design, marketing materials, industry trade shows, and implementing marketing to promote fundraising events.

Physician Billing Specialist

March 2012 to January 2013 Company Name i¼ City , State

- Served in a frontline role, and was tasked with managing 40 accounts on a daily basis as well as assisting with medical billing and collections software. Provided daily updates to physicians' office managers on the Athena billing software packages via teleconference.
- Key Achievements & Bottom Line Growth
- Slashed accounts receivables for 40 Florida-based member physician offices from \$6M to \$2M in a 10-month period
- Consulted with senior management to expand Unified Physician Management's membership operations into the Northeast region, adding 52 new practices in a 7 month period, and increasing reimbursement rates via group membership

Hospital and Physician Billing Specialist

June 2009 to May 2010 Company Name i¼ City , State

Joined as an Insurance Verifier and was quickly promoted to a Billing Specialist. Responsible for auditing patient accounts for production of clean claims, which resulted in 15% fewer rejected claims, and reimbursement received from the carriers within an average of 45 days or less.

#### Education and Training

Bachelor of Science : Business Management Canisius College i¼ City , State , US Bachelor of Science in Business Management with a Marketing Minor, Canisius College | Buffalo, NY

Associate of Science : Medical Billing and Coding San Diego City College i¼ City , State , US Associate of Science in Medical Billing and Coding, San Diego City College | San Diego, CA

#### Accomplishments

#### Skills

Marketing, Fundraising, Graphic Design, Healthcare, Billing, Claims, Receivables, Accountable For, Auto Insurance, Compensation, Documentation, Filing, Insurance Claims, Medicare, Workers Compensation, Medical Billing, Medical Invoicing, Accounts For, Auditing, Accounts Receivables, Basis, Collections, Credit, Operations, Access, Administrative Support, Excel, Hippa, Icd, Icd-9, Medical Billing & Coding, Medical Records, Medisoft, Meditech, Microsoft Office, Ms Office, Outlook, Powerpoint, Quickbooks, Word, Associate, Business Management, Coding