

ROBERT SMITH

Billing Office Manager III

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To obtain a position that utilizes experience for growth within the company. Works with the management team to understand the billing function, collections function, the billing team, the billing culture, and the area of strengths/weaknesses, to develop short-term and long-term plans to support the company's strategic goals.

EXPERIENCE

Billing Office Manager III

Pulse Medical Transportation - MAY 2016 - 2020

- Conduct meetings with employees to plan goals and expectations.
- Schedule meetings with our vendors for reimbursement and agreement guidelines.
- Bill vendors monthly for provided services.
- Analyze and identify denial trends with Medicare, Medicaid, and Commercial Insurances.
- Interview potential new hire candidates and train new hires.
- Attend training seminars for all insurances to keep up to date with new billing guidelines.
- Managed high volume workload within a deadline-driven environment and consistently met performance benchmarks in all areas (speed, accuracy, volume, money collected).

Billing Office Manager

Delta Corporation - 2013 - 2016

- Supervise 8 Personnel both front office and back operations, oversee all billing functions and audit charges to ensure timeliness and to ensure we .
- Optimize office flow and workflow of each station.
- Process payroll for all employees.
- Responsible for overall functions and controls within the facility business office Assure development and implementation of policies and procedures .
- Direct hire long-term one year project Coordinated transition from inhouse billing to outsource billing Hired and trained new inhouse billing .
- Doubled revenue in one year for insurance and patient payments Updated all outdated patient information Installed collections process for all .
- File insurance (hard copy and electronic) Posting payment and adjustment Run superbills Work credit balances and delinquent accounts Complete all .

EDUCATION

- Certificate In Office Administration - 2008(Wallace State Community College - Hanceville, AL)

SKILLS

Billing, Revenue Cycle, Customer Service, Account Receivable.