

BUSINESS OFFICE MANAGER

Professional Summary

To obtain a full time position in Healthcare Environment where my 16 years of experience in the area of healthcare field, Customer Relations, Claims, Coding, Billing, Human Resources and Employee Management will be an asset.

Licenses

Bachelor's of Science in Health Administration , Certified Medical Billing Specialist Health Information Management Certificate Certificate in Electronic Medical Records Medical Office Admin Certificate

Skill Highlights

- Microsoft Word and Excell,
- Medisoft Billing Software, CAD, ARCommand - Billing Software
- Medicare/Medical and all other Insurance/Private Billing.
- Advanced knowledge in HMO and Managed Care,
- Computer literate, quick and easy learning skills,
- Able to work under pressure.
- Excellent Organization Skills,
- Team Leader.
- High Typing Skills minimum of 70 + wpm..
- Excellent Communication, Spelling, and Writing Skills
- High skills in business management and knowledge of supervising employees.
- Maintains strict confidentiality
- Knowledge of HMOs, Medicare and Medi-Cal
- Extensive anatomy/physiology knowledge
- Medical Manager Software
- Managed care contract knowledge
- Electronic Medical Record (EMR) software
- ICD-9 coding
- Neurology billing expertise
- Certified coding instructor
- CPT and HCPCS coding
- Internal medicine billing
- HIPAA compliance
- Medical billing software
- Strong planning skills
- Strong work ethic
- Team player with positive attitude
- Deadline-driven
- Good written communication
- Exercises good judgment

Professional Experience

January 2009

to

Current

Company Name City , State Business Office Manager

- Employee Management
- New hire training
- Hiring/ Termination
- Verbal and Written Notices
- Writing and implementing department Policies
- Management of Employee task assignments/follow-ups
- Customer Service for Patient Accounts
- Management Medicare and Medi-Cal, Insurance Appeals and Greivences
- Hearings with the State and Federal Judge
- CMS Updates and guidelines/trainings
- Setting individual employee Goals/Achieving
- Overseeing Patient Accounts to control Accounts Receivables
- Managing and overseeing Medical Records/Archived records to keep compliance
- CPT, HCPCS Coding
- Keeping employees updated on HIPPA Compliance
- Providing ongoing training and continuing education to my department employees
- Overseeing Accounts Receivables
- Working with Law Offices on Subpoena Requests

- Maintaining department accuracy and cash flow of the company

January 2008

to

January 2010

Company Name City , State Healthcare Administrator

- Working closely with the President and the Vice President City and County Licenses, Applications, Updates of Ambulance Vehicles adding/removing.
- EMT background check, DMV pull notice requests Making sure Employee files are updated with licenses and necessary documents at all times Managing the Business Office, Medical Records Accounts Billable/Receivables Medicare/Insurance EOB's Contracts and Proposals Writing Company policies Updating the staff on HIPAA compliance Checking EMT paperwork to make sure they comply with the law Follow up with Dispatcher on calls Checking Dr's Orders for ambulance transportation of Dialysis Patients to make sure they qualify for the service.

January 2000

to

January 2008

Company Name City , State Business Office Supervisor

- Supervise the staff of Billing Department Bookkeeping Making sure everything is done by deadlines Follow up with staff to check completeness of their tasks Medicare, Medi-Cal, All Major Insurance Billing Making Contracts with all Major Insurance Companies EOB, Data Entry, Accounts Billable-Receiveable Medicare, Medicaid, Insurance Re-Bills/F/u Handled all the billing for 5yrs of two companies by myself Coding CPT and ICD-9 HCPCS Attending Medicare/Medi-Cal workshops and Updating of the Billing System.
- Writing Letters for Doctor's regarding patient's Medical Necessity to use Transportation/Ambulance Services Filling out Justification Forms w/medical necessity for Doctor's to sign for our dialysis patients and other non emergency calls.
- Making Justifications Forms for Medical Necessity on Excell Excellent knowledge in Word, Excell, ARCommand, TIS, Medisoft and other Billing softwares Overall Supervision of Ambulance Billig Department.

Education and Training

6/13/2009

University of Phoenix City , State Bachelor of Scianence : Health Administration Health Administration

2005

LA Valley College City , State AA Degree : Program Chemistry Program Chemistry 1999

Concord College Certificate-Diploma Colorado*Medical Claims and Billing Specialist

Ulysses S. Grant High School City , State High School Diploma

1993

ANC Computer School State , Armenia Certificate Computer High Educational Establishment

*Microsoft Word, Excell, MS DOS

Professional Affiliations

2006-2007 Honored Member of Cambridge of Who's Who

Languages

Armenian, Russian, English, Spanish.

Skills

Accounts Receivables, Ambulance, Billing, Billing System, Bookkeeping, business management, CAD, CMS, Excellent Communication, Contracts, CPT, Customer Service, Data Entry, Dialysis, English, Filling, Forms, Hiring, ICD-9, Insurance, law, Letters, Employee Management, Managing, Medical Coding, Medisoft, Excell, Office, Word, Microsoft Word, MS DOS, Organization Skills, Policies, Coding, Proposals, Speaking, quick, Reading, Russian, Spanish, supervising, Supervision, Team player, Transportation, Typing Skills, workshops, Written

Additional Information

- AWARDS/RECOGNITIONS AND CERTIFICATES 1999 Science Fair- Honorable Mention 2000 Bronze Medal Recipient 2000 Community Centers, Inc. - On Job Training/Administrative Assistant 2001 Community Centers, Inc. - WIA Participation 2001 Certificate of Continuing Education in Management Skills 2004 Dean's List-LAVC 2005

