

Marylee Reed

West Des Moines, IA 50266 | 515-559-4846 | mlreed002@gmail.com

Medical Office Administrator

Accomplished healthcare support professional with 5+ years of experience within diverse medical practices and an additional 10+ years of office management success. Articulate communicator with a talent for building rapport with patients, clinicians, insurance representatives, and peers. Versatile administrator highly skilled at balancing multiple priorities within fast-paced, high-volume environments while delivering all assignments with speed and accuracy.

AREAS OF EXPERTISE

- Patient Registration and Scheduling
- Medical Billing and Coding / Reports
- Patient and Customer Support
- HIPAA Compliance and Regulations
- Health Insurance and Managed Care
- Provider and Physician Relations
- Records Organization / Management
- Reimbursement and Payment Plans
- Patient Account Management

PROFESSIONAL EXPERIENCE

PATIENT REPRESENTATIVE | Orthopaedic Outpatient Surgery Center, West Des Moines, IA 2016 to Present

Guide patients and their families through surgical registration processes, from initial scheduling to collecting copayments and filing medical claims. Coordinate calendars for 30 physicians and prepare patient charts for physician review.

- **Boosted clinical efficiency** through the expert management of surgical charts; coached and mentored new employees in health information management procedures.
- **Improved patient satisfaction** by always taking the time to explain complex practice policies, such as coinsurance, claims management, and scheduling procedures.

MEDICAL INSURANCE CLAIMS VALIDATOR | West Asset Management, West Des Moines, IA 2013 to 2016

Resolved complex health insurance inquiries by conducting extensive research and analysis into medical claims and provider contracts. Maintained sensitive health information in strict compliance with governing regulations and quality standards.

- **Consistently outperformed performance goals** by applying workflow management expertise to balance multiple cases with shifting priorities on a daily basis.

INSURANCE SPECIALIST | Avadyne Health, Urbandale, IA 2013

Fulfilled a multifaceted role encompassing patient support, health information management, and medical claims administration. Reviewed health data, paper claims, and denials for accuracy and completion; identified and resolved documentation errors.

- **Strengthened patient relationships** by delivering exceptional customer service; leveraged advanced communication skills to de-escalate conflicts and present creative solutions.

OFFICE MANAGER | Promoe Pizza, Indianola, IA 2006 to 2012

Ensured the seamless operations of four business locations staffed by 80+ employees through the governance of payroll, accounts payable/receivable, budgeting, and business development activities. Evaluated existing processes and made policy recommendations to support the achievement of short- and long-range revenue goals.

- **Captured significant performance gains** through the optimization of a wide range of business areas, including marketing, advertising, employee engagement, and customer relations.

Additional office management success with Custom Creations in Spirit Lake, IA.

EDUCATIONAL BACKGROUND

Associate of Science | Iowa Lakes Community College, Emmetsburg, IA

Certificate in Medical Billing and Coding | Iowa Lakes Community College, Spirit Lake, IA (*Expected 12/2018*)

Certified in Medical Terminology