MARY LEE REED

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## Medical Insurance Specialist

A top-performing Medical Insurance Specialist with substantial background in business administration, insurance claims processing, and customer support. Progressive experience providing professional services in medical office setting. Self-starting, ambitious learner and talented communicator with commitment to providing accurate, compassionate, quality service to patients and insurance providers. Keen eye for detail and notable clerical skills. Medical coding and billing certifications in progress.

### Areas of Expertise

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| * Speed & Accuracy * Interpersonal Communication * Patient/Customer Support * Office Administration | * Paper Claims * Computer Skills * Records Organization & Management * HIPAA Compliance | * Medical Insurance * Insurance & Patient Aging * Medical Terminology * Multi-line Telephone |

### Professional Experience

WEST ASSET MANAGEMENT, West Des Moines, IA 2013 – Present

Medical Insurance Claims Validator

* Identifies, validates, and rectifies billing and insurance claims errors with special attention for accuracy.
* Researches high dollar insurance claims for accuracy and promptly files appropriate reports.
* Reviews outpatient provider contracts with care to ensure timely and accurate processing.
* Consistently meets and exceeds personal and professional goals as both individual contributor and team member.

AVADYNE HEALTH, Urbandale, IA 2013

Insurance Specialist

* Updated patient insurance information via telephone or internet for coordination of benefits.
* Verified completeness and accuracy of all paper claims prior to submission.
* Followed up on unpaid claims and denials.
* Interfaced with customers and insurance providers to resolve all issues and inquiries in a tactful, empathetic, and professional manner.

PROMOE PIZZA, Indianola, IA 2006 – 2012

Office Manager

* Provided leadership and support in areas of accounts payable/receivable, periodic reporting, and customer service.
* Prepared payroll for 80 employees in four separate locations.
* Generated monthly and quarterly P&L statements.
* Contributed and made significant impact in areas of marketing & advertising, human resources, customer relations, and business administration.

CUSTOM CREATIONS, Spirit Lake, IA 1998 – 2006

Office Manager

* Performed various general administrative and customer support duties.
* Processed payroll, accounts payable/receivable, and periodic financial reporting.
* Excelled at superior client service and regularly generated repeat business.

### Education

**Medical Specialist with Billing and Coding**, Iowa Lakes Community College, Spirit Lake, IA (Anticipated Completion May 2015)

**Associate of Science**, Area of Study, Iowa Lakes Community College, Emmetsburg, IA

### Certifications

Medical Terminology