

## Summary

Offering 5 years of experience in medical billing, customer, and administrative service. Providing exceptional levels of customer service, performing accounting and collection functions, and processing medical claims. Interact easily with people of diverse backgrounds, cultures and professional levels and posses excellent interpersonal relationship skills. Seeking professional position in the health care industry where skills and abilities can be fully utilized and enhanced.

## Areas of Expertise

- Medical Billing Procedures/ Terminology
- Medical Records Management
- Critical Problem Analysis/ Resolution
- Well developed customer service and communication skills
- Knowledge of Pathology procedures and billing

## Experience

Intergrated Physicians Management Services, East Hartford, CT

2007 to 2011

### ***Medical Reimbursement Specialist***

Performed complete and accurate billing and collections to assure policies, guidelines and protocols are being adhered to while obtaining optimum efficiencies in a cost-effective manner.

- Downloaded demographic information from various clients, including hospitals, in order to transfer data in the Healthpac system.
- Analyzed explanation of benefits (EOB's) to detect payment discrepancies and payer trends to determine appropriate follow-up i.e., resubmissions, adjustments and or refunds for varies insurance claims, including worker's compensation, ConnectiCare, United Healthcare, Aetna, and Medicare/ Medicaid.
- Provided patient information for use by collection agency, physicians, and Account Manager.
- Effectively communicated with patients, physicians' offices, hospital personnel and all IPMS staff in relation to billing, insurance and general information, to build and maintain positive business relationships.
- Accurately recorded daily cash and credit card totals, distributed vouchers and posted EOBs manually and electronically. Handled monthly payment reconciliation and collection agency turnover process for HPA.
- Cross-trained members of my team on billing and daily tasks functions to ensure production goals are being met.

PSI/ Pitney Bowes, Hartford, CT

2006 to 2006

### ***Mail Sorter/ Machine Operator***

Ensured all mail trays on sorting machine were processed and labeled correctly.

- Communicated errors on mail to supervisor and machine operator, when sorting, to prevent rework of mail.
- Ensured accuracy of postage rejections/ groups by keeping batches separated by rates and specific jobs.
- Maintained breakdown of mail after completion of a job.

## Education

Branford Hall Career Institute, Windsor, CT

2007

*Health Claims Specialist*

**Additional Skills**

- ICD-9/ CPT Coding, Medical Terminology, Billing and Coding Forms
- Insurance Claims Processing, Patient Collections, Accounting Procedures, Billing Processes
- Data Entry & Retrieval, Reception
- Microsoft Excel, Word, Healthpac, Internet Research, E-mail Communications