**KEVIN WASHINGTON**

**576 Chapel Street Apt 5, New Haven, CT 06511**

**203-464-8995**

[**kevinw126@yahoo.com**](mailto:kevinw126@yahoo.com*214-455-9006)

**To Whom It May Concern:**

**I am highly skilled professional with cross functional background in healthcare, legal retail, administration, accounting payable and receivable, non-profit and banking. Recently relocating from Dallas, Texas to New Haven, Connecticut. I am currently seeking a professional position in the New Haven, Hartford or New York City area. I have had extensive experience with a broad range of professional and supervisory positions and would welcome the opportunity to contribute to your organization’s future.**

**To date, my career has afforded me direct and hand-on experience in the areas of Health care/Medical Revenue Management, Billing and Collections Analysis, Administrative Assistance and Management, Not-for-Profit Organization and Social and Public Service. Some of my duties have included work in major health care facilities and insurance companies, renown solo and group practices, and with home health, nursing homes, hospice, rehabilitation and respite care facilities for Not-for-profit, government agencies, community/social Service agencies involving relations and communication with executive management, Physicians, clinicians and other administrative staff.**

**I managed the day to day financial matters with the Administrator for a Neurosurgeons practice. In this role I worked with Managed Care, Medicare, Medicaid, State of Texas and Federal Government Agencies, working with Administrative Law Judge’s, Attorneys, Credit Bureaus, Bankruptcy Trustees, Settlement Officers and Workers Compensation while retaining focus on Practice Billing and Collection, revenue, contract, coding and practice compliance.**

**My immediate pas employment afforded me the opportunity to be a part of a great Healthcare Organization for the past 5 years that consistently ranks in *U.S. News and World Report,* as one of “The Best Hospital in the region”. Baylor Health Care Systems, Corporate, Centralized Business Government Unit Business Management for 14 acute care facilities and related entities, 120 clinics, satellite and specialty organizations. Baylor serves over 1.8 million people annually with annual revenue of over $5.4 billion and $600 million in community assets. Baylor has 26 owned and operated/affiliated hospitals, 23 ambulatory, 50 outpatient clinics and 4 senior care centers and the largest group of employed physicians in Texas. In this position my work is focused with the Federal Government, CMS (Centers for Medicare and Medicaid Service) guidelines, Social Security Administration and Managed Health such as Blue Cross, Aetna, United Health, Cigna and other ancillary entities.**

**In all my positions I maintain involvement in the community as a contributor and a participant in its growth and move forward. I believe my varied and extensive background would bring value to your organization. It is with great pride and accomplishment I submit my resume to you for consideration. Thank you for your consideration**

**Sincerest Regards**

**Kevin Washington**

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***CORE KNOWLEDGE/SKILLS***

**-Customer/Patient/Client Relations   -ICD/CPT Coding     -Social Security Admin**

**-CMS-Medicare/Medicaid     -Veterans Administration            -Admin Law Judge**

**-Meditech -Appeals/Denial/Authorization Verification  -GE Centricity**

**-HIPPA -Workers Compensation        -Outlook/Microsoft Applications**

**-Med soft/IDX    -Embeon Clearinghouse -FISS (Florida Share Medicare System)**

**-Decision Support -Revenue Cycle Management report/Credit Balance**

***EXPERIENCE***

**Baylor Health Care Systems Corporate, Dallas, TX - April 2006 – Aug 2011**

**14 Facilities/120 Clinics-Dallas, TX- CorporateGovernmentBilling *&* CollectionsAnalyst**

* **Responsible for billing and collections of Managed Care claims to carrier.**
* **Handled Medicare and Medicaid Claims billing and collections**
* **Managed Appeals, Denials Authorization for Medicare A/B, Railroad, DME Claims**
* **Analytical accounting, charges posting and coding review.**
* **Handled Behavioral Healthcare billing collections and appeals**
* **Cash posting application, adjustments processing, contractual review.**
* **HCFA and UB claim forms and ICD, HCPCS revenue codes.**
* **Medical billing to primary, secondary and re-bill of corrected claims to carriers and collection of co pay and deductibles.**
* **Consulted Medicare, Social Security, Workers Compensation, Self Pay**
* **Processed RTP (Return to Provider) claims from Medicare and Recoup and Credit Balance**
* **Attorney Liaison-Contracted, Contract Compliance, Specialty Hospitals Liaison**
* **Billing and Collections for Nursing Home, Home Health and Hospice/Respite Care**
* **Responsible for all Medicaid Step Down Programs.**

**Macy's –Connecticut Post Mall, Milford, CT October 2011 to Current**

**North Park Mall, Dallas, Texas -Nov 2009-August 2011**

**Men’s Fashion Stylist Tailored Suit Expert/Specialist/Wedding Stylist**

***\*Consistent top 10 Sales Performance in entire store and top in department***

* **Providing Superior Customer Service and Personal Styling and Grooming.**
* **Marketing of Loyalty Incentives**
* **Assisted in Merchandise Planning and Display**
* **Team participation and support in Sales and Marketing goals**
* **Received numerous Customer Service recognition and awards**
* **Sales planning  and customer demand focus to diverse clientele**
* **Merchandise management and inventory. Online ordering and shipping from Fulfillment Center and customer**

**Stein Mart Corporation, (Retailer-PT) Dallas, TX January 2011-August 2011**

**Men’s Style Expert Specialist/Customer Service**

* **Men’s Fashion Stylist/Accessories and Home area specialist**
* **Assisted in the training of new employees to the store**
* **Front End management and Customer Service**
* **Merchandise Management and Inventory**
* **Account and Register Reconciliation and Management**
* **Marketing and Special Event Planning**
* **Employee recognition**
* **Loss Prevention**
* **Tailoring Specialist**

**Bank of America-Adecco, Dallas, Texas Nov 2005 to January 2006-(1997-2001)** **Contract-Administrative Asst/Management, Accounting**

* **Account Payable / Receivable, Customer Service, Mortgage Banking, Banking and Medical.**
* **Mortgage Underwriting and Servicing and Loan Processing and servicing of Residential HUD/VA/FHA RESPA Loans.**
* **Handled Bank of America International and Domestic Wire transfers. Managed multiple Teller Reconciliation from multiple Banking Centers.**
* **Reviewed HUD, applications and advised of underwriting for unresolved. Assisted Level 3 underwriters with conventional, FHA and VA, bond and housing authority and non-conforming loans.**
* **Coordinate with mortgage companies to ensure client payments are kept current.**
* **Monitor files for issues that surface during the course of bankruptcy/foreclosure.**
* **Review and analyze trustee payment information and reconcile to clients/company systems.**

**Blue Cross & Blue Shield of Texas-Adecco, Dallas, TX Jan 2006 to April 2006 (Contract)**

**Senior Claim Processor and Reimbursement Settlement Analyst-Physician/Beneficiary**

* **Handled intermediary claims processing for multiple payer clearinghouse for Managed care claim HMO/PPO, Medicare and Medicaid for 39 Blue Cross offices.**
* **Provider Reimbursement fee schedules and exceptions. Federal and State reimbursement policies and procedures communicating with providers in formal written communication and telephonic contact.**
* **Responsible for timely and complete investigation of all medical claims, claims on appeal and workers compensation claims for all insured employers. Reviewed mediation and deposition along with witness testimony and claimant/beneficiary statements**
* **Responsible for all Behavioral Health reviews and adjudication**
* **Provider relations, customer service call center physician and physician fee schedule**
* **Provider claims processing and payment EFT transfers.**

**Texas & Oak Cliff Orthopedic Surgical Associates- Admin Staff, Dallas Texas Nov 2004- Nov 2005**

**Position: Accounts Receivable/Payable and Reimbursement Analyst**

* **Responsible for the medical billing and collections of all Medicare, Medicaid**

**Managed Care, State of Texas programs, DME, Professional charges to carriers.**

. **Surgical and Medical appointment scheduler, precert and verification.**

* **Handled payment posting and cash revenue reporting, adjustments and credits. Claim adjudication with carriers, providers and patients regarding charges, payments and adjustments this included conversations regarding denials, authorizations and financial arrangements and supplemental payments.**
* **Cash and carrier payment posting and adjustments, processing of accounts to bad debt and credit collection bureaus**
* **DME Medical claims billing and collection – Orthopedic/Prosthetic to and for Rehabilitation, SNF, Acute Care, Ambulatory & Home Health.**
* **Medicare and Medicare Billing Part A and Part B claims**
* **Managed Medicare, HMO and PPO Billing, COB claims, Appeals and Denials**
* **Collection of Deductibles and Co-pay**
* **Commercial Contract and Fee Schedule Administration. Strong understanding of medical terminology, claims processing guidelines and federal regulations.**

**Dr. S. Sam Finn, M.D. P.A-Neurosurgeon, Dallas, TX June 2001- Nov 2004**

**Position: Collections and Billing/Reimbursement Manager-Practice Admin Asst**

* **Managed and responsible for collections, billing secondary billing of all Medicare, Medicaid and Managed Care account direct and clearinghouses.**
* **Responsible for all medical appeal and denials to government, managed care programs. Administrative Medical Law, Collections Billing and Reimbursement & Compliance Regulation**, **Accounts** **Payable** **and** **Receivable**, **Administrative** **Support.**
* **Coordinated with federal programs federal staff benefit and CR representative with Social Security Administration and Medicare and Medicaid.**
* **Filed and executed claims process for multi state Worker Compensation Claims –Texas Louisiana and Oklahoma.**
* **Responsible for surgical scheduling and medical appointment, verification of benefits, all preauthorization and precert for care.**
* **Maintained all RTP (Return to Provider) with Medicare and Medicaid Step down program.**
* **Supervision and advisement of front office staff regarding co pay/deductibles.**
* **HMO/PPO contract and fee schedule negotiation, compliance and due diligence**
* **Cash/Revenue posting, refund processing and recoupment and credit balance report.**
* **Administrative Law Judge hearings, social security hearings and appeals and re-determination request, disability and settlement determinations and coordination of benefits(COB) with carriers and providers**
* **Responsible for surgical schedule, office visit scheduling and bed control.**
* **Handled worked closely with practice and hospital executives, senior management and physicians**
* **Appeals, Denials, and Rejections of denied claims to include pre-certification, re-certification and Medical Necessity.**

**Attorney Andrew Jones, Esq.-Xpect Collection, LLC, Dallas TX Oct 2004 to December 2004**

***Position: Collections Manager (Consultant) Accounts Payable and Receivable, Admin Asst***

* **Contract consulting manager in Medical billing and collections for self pay and commercial patients.**
* **Managed, submitted and provided report regarding Bad Debt medical account and submission to the major credit bureaus.**
* **Handled and managed cases prepared for lawsuit, bankruptcy and settlement for attorney/client privilege.**

**U.S. Health and Human Services-Centers for Medicare and Medicaid Services/Social Security Administration (Contractor –Kelly Services Government) Region 6-(Tx, Ok, La, Ark) Dallas, TX January 2001 to June 2001**

**Position: CMS-Healthcare Administration Assistant**

* **Assisted Managed Care specialist and Health Insurance Specialist in administrative task of interpretation and implementation. Analyze Medicare and Medicaid policy in review of other insurance in Private healthcare and review of policies regarding eligibility, coverage and payment.**
* **Survey and certification of providers according to CMS policies and the quality of health care delivered by health care professionals.**

**Position: Social Security Administration-Claims Representative/Authorizer**

* **Assisted beneficiary in obtaining all entitlements to benefits in the Social Security program via face to face interviews or phone interviews. For obtaining, verification and clarifying information of claimant in order for decision to be made. Required to assist and back up Benefit Authorizers and Service Representatives.**

**Velvet Rope Productions*, Dallas, Texas August 1984-Present (self employed)***

***Position: President, CEO and Director of Special Events & Diversity***

**Manage all fund raising events, to include the signature events such as Anniversary Gala, Dinners, Pageants Fashion Shows, Non-Profit and Charitable Organizations, Cultural Diversity and Vendor Diversity.**

**EDUCATION**

***\*Degree Currently in Pursuit-Health Administration/Public Health 2012***

**\*Louisiana Tech University*,* Ruston, Louisiana 1985-1986**

***International Business & Finance***

**\*Louisiana State University, Baton Rouge, Louisiana 1983-1984**

***Liberal Arts***

***\*Other:***

**AmericanCollege*, England & Los Angeles, CA- Marketing & Production*** 1987

**U.S. ArmyInstitute Specialty Instruction, *Ft. Benjamin, Indiana -Personnel, Finance and Medical Admin*** **1984**

**El Centro Community College & Southern Methodist University, Dallas, TX**

***Paralegal/Real Estate***

***ACCOMPLISHMENTS***

***Counter Tenor Performer and Vocal Finalist, Metropolitan Opera***

***American Choral Directors Association Performer***

***National Political Party Delegate 2008***

***Miss America Pageant Director, Miss USA, Miss Universe official Chaperon and Board***

***Food Network Finalist – CSI Miami cast speaking extra 2009  
Outtakes Film Festival Dallas-Judge Coordinator***

***North Texas Chamber of Commerce-Board of Directors   
Final Candidate-HARPO Productions, Chicago IL (Oprah Winfrey)  
Turtle Creek Chorale-Emmy Award-Board Member/Officer/Performer  
Texas Department of Insurance-Healthcare Compliance Board Chair 2001-2004***

***Guinness Book of World Records-local and Group Performance 1999-2000***

***White House Congressional Page 1980-1982***

***St Jude’s Children’s Research Hospital-Childhood Cancer***