**Mona Petlock**

358 Belchertown Rd

Ware, MA 01082

Tel: (413) 348-7627 E Mail: mona.petlock95@gmail.com

**PROFILE**

**Professional Health Claims Specialist works independently self-motivated, produces under pressure, with effective and considerate communication skills, dedicated to excellent customer service, skilled in preparing, and processing of medical claims, thorough knowledge of office systems, policies and procedures.**

**SKILLS**

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| --- | --- | --- |
| * CPT/ICD-9/HCPCS Coding | * Medi-Soft Simulated Billing & Coding | * Billing Forms CMS-1500, UB-94 |
| * Medical Terminology | * Microsoft Office | * Office Procedures |
| * Coder’s English | * HIPAA Guidelines | * Excel/Word 2007 |
| * Power Point 2005 | * MS Access | * Business Mathematics |
| * Contracts UCR | * CPC Review | * Customer Service |

**EDUCATION**

* **Branford Hall Institute 2011**

*Medical Billing Specialist*

**EXPERIENCE**

* **MSPCC 09-10/2011**

*Intern-Medical Claims Support*

*Reviewing and processing of EOB’s and claims for processing. Claim forms submission and electronic insurance claims. Proficient in data entry of patient information. Knowledge of Insurance verification and posting cash to patient accounts.*

* **Fleming Industries 2002-2010**

*Senior Customer Service Representative*

Prepare and process orders in timely manner. Resolution of customer inquires pertaining to status, errors and expediting. Authorize credits by compiling and preparing documentation. Interact and consult with other departments when questions arise regarding orders. Liaison for premium customer accounts. Provide daily total sales to sales department. Coordinate and process replacement orders. Preparation of customized orders documentation

* **Tyco Healthcare Group LTP 2001-2002**

*Customer Service Representative*

Processed consumers order in a call center department. Resolution of customer inquires pertaining to product questions and problems.

* **Kodak Polychrome Graphics 1999-2001**

*Senior Customer Service Representative*

Prepared, reviewed, scheduled and entered orders in a timely manner. Resolved customer inquiries and issues including but not limited to changes in orders, billing and shipping errors and expediting orders. Authorize credits by compiling and preparing documentation. Interact and consult with other departments when questions arise regarding orders.