**Lauralyn Ellis**

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**Objective**

I would like to obtain a career position which will fully utilize my varied skills while also affording me the opportunity to grow & develop to my full potential. My dedication, professionalism & time management will ensure the continued success of any organization.

**Education**

University of Phoenix - Online Campus 2009 - Present

Ongoing courses in Accounting, Business Administration

**Relevant Experience**

**Retina Group of Florida Administrative Director 2010 – Present**

-Act as liaison between Practice Administrator, Front End, Finance, Billing Dept & outside vendors

-Developed a new structure for more accurate month end balancing between finance & billing departments

-Developed a more accurate collection process which resulted in increased revenue of 45% in the first month (collection debt)

-Oversee payment processing including posting, balancing, & EOB processing

-Oversee A/R collection for approximately $4million in outstanding accounts (commercial, private pay, Medicare & Medicaid)

-Continually develop billing department guidelines to help streamline all processes

-Credentialing duties for 8 full time physicians

-Surgical posting duties

-A/P processing including research & verification of all refund requests

-Investigation of all accounts for appeal prior to submission

-HR duties including resume screening, interview & hiring process. Also, time keeper duties for Billing Dept employees – track time, requests for time off, etc.

**Family Eye, LLC Office Coordinator 2004 – Present**

- Various reception duties included but not limited to:

Patient reception, multi line phone operation, filing, chart prep,

Scheduling, form completion

- Designed & implemented current A/R & collection processing standards,

increasing monthly revenue by 60%

- Process all insurance verifications & referral requests within same day

- Submission of CMS1500 via paper & electronically, evaluation of CPT &

ICD 9 codes for routine & medical examinations, same day processing

guidelines & proven success rate of 98%

- Receipt & posting of all EOB’s, reconciliation of accounts

- Denial reviews, follow up & review with insurance co./ insureds &

process appeals as necessary

- Collection of aged accounts with a 30 day payment goal, success rate of

80%

- Full practice accounting duties with very heavy emphasis on A/R

- Coordinate Doctors schedule for clinic, meetings & off site seminars

- Liaison between Doctor & outside reps, vision center employees &

peers

- Handle all new & renewal credentialing for practice

- Design & implement forms, marketing materials & practice efficiency

standards

- Prepare & distribute patient referral letters & exam reports

**State Farm Insurance** **Sr. Underwriting Asst** **1997 - 2004**

- Full scope servicing of personal auto book of business

- Heavy interaction with agents, agents staff & clients via phone & email

- Individual servicing of up to 10 agents throughout the south & southwest

areas

- Receipt & preliminary underwriting of new & renewal auto business

including added vehicle requests

- Complete MVR report request & review

- Process all requests for policy changes received via proprietary software

- Complete manual rating when required

- Review policies based on company guidelines & determine referral to

underwriters for further actions

- Extensive monthly suspense account review/correction & coaching of

team members in this area

- Peer training in all job functions including for promotion & annual

reviews

- Participation in annual audit review of all peers within department

- Member of Executive Action Committee

**References Available Upon Request**