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| DENISE PISCOTTANO  251 Williamstown Court, Newington, CT 06111  860-578-9748  piscottano@sbcglobal.net | | | |
| ***profile*** | | | |
|  | **Organized, cross-functional professional with more than 15 years experience in patient care, scheduling, medical billing and coding, filing database and records management and reports & spreadsheets along with Management and Payroll.** | | |
| ***SKILLS PROFILE*** | | | |
|  | * **Demonstrated proficiencies in telephone and front-desk reception within a high volume environment** * **Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency** * **Educated and energetic professional recognized as a quick learner with unique ability to multi-task and exceed employer and customer expectations** * **Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times** * **Staff training, medical terminology, ICD-9 & CPT Coding, A/R, A/P, & payroll**   **Practice Manager for busy Internist Office, maintained HIPPA and OSHA compliance** | | |
| ***EMPLOYMENT HISTORY*** | | | |
|  | ADMINISTRATIVE OFFICE MANAGER | 2006-2008 | |
| **Dr. Mark Josel, Bloomfield, CT 06002**  **Posted charges, submitted claims, processed insurance payments, denials and appeals**  **while demonstrating an analytical approach to problem solving in a timely manner**  **Scheduled appointments, prior authorizations, referrals and collect copayments**  **Performed daily, weekly and month end reconciliation and aging data reports**  **Updating credentials for Physicians, oversee HIPPA, OSHA, and CLIA**  **Weekly payroll, calculated state and federal tax deductions along with 401k contributions**  **Responsible for hiring, interviewing and employee training** | | |
| ACCOUNTS RECEIVABLE/QUALITY CONTROL | 2004-2006 | |
| **Hudson Home Health Care, Newington, CT 06111**  **Balance of Medicare and Medicare electronic payments**  **Research past due Insurance reimbursements on EOB’s and aging report**  **Service walk-in customers, speaking with therapists and nursing facilities for rehab and durable medical equipment orders and deliveries while verifying insurance coverage** | | |
| MEDICAL BILLING SPECIALIST | 1994-2004 | |
| **Dr. Lauren Daman, 100 Retreat Avenue, Hartford, Ct 06106**  **Coding and submitting claims for maximum reimbursements and balance daily report**  **Insurance appeals, collections, scheduling appointments/surgeries, verify insurance, discuss procedures and biopsy results with patients** | | |
| ***EDUCATION*** | | | |
|  | *Graduate of Data Institute – Business, Coding, Billing and Medical Assistant* | |  |
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