*Audry J Dixon (972)513-8923)*

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***Objective***

*My major assets cannot be discovered through a resume’; only in person can my personality and professionalism show therefore I am seeking a responsible career in which I can fully utilize my diverse background and training, while contributing to the success of my employer.*

***Software & Skills***

*Kinnser Software \* Axxess Software\*KanTime*

*Cradle\* Medsys\* Tynet USA\* Alora*

*Vesta \* Health Care 1st\* HCHB*

*Payroll Processing \* Cost Reports\* Recruitment*

*Exceptional Communication Skills, HIPPA & Privacy Training*

*CMS Medicare Compliance Training, Microsoft Applications*

*Fraud, Waste, Abuse training*

***United HealthCare Group Student Resource July 2017-Current***

***Customer Service Rep***

*Answer**In-bound calls from providers & Insured students*

*Provide claim info and details*

*Benefit detail summary*

*Eligibility & coverage details*

***Imprint Healthcare Services January 2016– Current***

***Alternate Administrator (part-time)***

*Oversee and maintain daily administrative operations and support a cohesive and efficient office environment.*

*Foster teamwork inducing improvement in team morale*

*Assist with proper care and maintain relationship after placement*

*Maintained office operations for alignment with compliant objectives to streamline the flow and enhance service.*

*Organize and direct the agency’s ongoing functions and ensure that the documentation of services provided is accurate and timely*

*Employ or contract with qualified personnel, ensure adequate staff education and evaluations*

*Implementing an effective budgeting and accounting system that promotes the health and safety of the agency’s clients*

*Supervise and evaluate client satisfaction survey reports on all clients served.*

***New Life Home Health Care July 2016 – July 2017***

***Alt Administrator***

*Oversee and maintain daily administrative operations and support a cohesive and efficient office environment.*

*Scheduling/ Prior Authorizations*

*Payroll*

*Maintain EVV system (oversee Medicaid program &PAS program)*

*Human Resources*

*Foster teamwork inducing improvement in team morale*

*Assist with proper care and maintain relationship after placement*

*Maintained office operations for alignment with compliant objectives to streamline the flow and enhance service.*

*Maintain HIPPA, and Medicare Regulations*

*Communicate with physician and staff, hospital and patient families to effectively meet client needs*

*Immediately resolve issues between patients and providers with meticulous documentation for accuracy*

***Positive Home Health Agency April 2013- July 2016***

***Office Manager***

*Oversee and maintain daily administrative operations and support a cohesive and efficient office environment.*

*Scheduling/PAS/medical*

*Billing/ Authorizations*

*Payroll processing & Intake & Referrals*

*Human Resources*

*Foster teamwork inducing improvement in team morale*

*Assist with proper care and maintain relationship after placement*

*Maintained office operations for alignment with compliant objectives to streamline the flow and enhance service.*

*Create client charts and maintain HIPPA, and Medicare Regulations*

*Communicate with physician and staff, hospital and patient families to effectively meet client needs*

*Immediately resolve issues between patients and providers with meticulous documentation for accuracy*

*Data input of OASIS, preparation of POC/Heavy Data Entry*

***Mercer Place July 2015 - March 2016***

***Resident Care Partner/Concierge/Weekend activities coordinator***

*Provide quality resident care as indicated on the care plan*

*Promote residents’ independence*

*Provide assistance with housekeeping and laundry*

*Medication administration*

*Participate in community's Life Enrichment Activities, events and outings, while encouraging residents to attend*

*Additional duties as assigned*

***Above and Beyond Care & Coordination Sept. 2011-Mar 2013***

***Care coordinator/Community Relations***

*Patient coordinator*

*Evaluate and implement marketing strategies*

*Lead and coordinate all community events for seniors*

*Build and maintain relationships with potential residents, hospitals, doctor offices*

*Assist with proper care and maintain relationship after placement*

*Foster teamwork inducing improvement in team morale*

*Provide effective communication to patient/family, team members, and other health care aggregate   
Trend data collected to correct identified problems in collaboration with management*

***DHHC Sept. 2009 – Sept 2012***

***Office manager/Patient Care Coordinator/Community Liaison***

*Oversee and maintain daily administrative operations and support a cohesive and efficient office environment.*

*Create client charts and maintain HIPPA, Title 22, and Medicare Regulations*

*Communicate with physician and staff, hospital and patient families to effectively meet client needs*

*Immediately resolve issues between patients and providers with meticulous documentation for accuracy*

*Data input of OASIS, preparation of POC/ Heavy Data Entry*

*Billing and Coding/ Intake & referrals*

*Maintained office operations for alignment with compliant objectives to streamline the flow and enhance service.*

*Director of marketing/Community Liaison*

***Kromer Investments May 2007-August 2009***

***Customer Service Rep.-Leasing Specialist***

*Collections/payment processing*

*Arranged payment plans*

*Presenting properties and provided amenities in a positive light to prospective tenants.*

*Acted as a landlord for property mgmt. and helping to navigate the property market*

*Screening potential tenants*

*Processing documents/ assisting residents with pymt arrangements*

*Performing walk-thru inspections and advertising*

***Education & Training***

*OASIS training for administrators 2016 Pre-Claim Review 2016*

*OASIS C2 2016 ICD-10 coding 2015 Superior/Molina/TMHP Provider Training 2015*

*Eligibility & Remittance 2011 Reporting & Billing Codes 2011*

*Home Health Medicare PPS Seminar 2011*

*HCSSA Stakeholders Training 2009*

*Gideon Services – Nurse Aide Certificate 2003*

*Lighthouse Staffing – Leasing Consultant Certificate 2002*

*Medicare P.P.S. & Home Health provider 2002*

*El Centro College (classes) 1997*

*Business & Management Center – Diploma 1995*