

NADIA WINFIELD

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EDUCATION

LIBERTY UNIVERSITY

Master of Healthcare Administration: Leadership

Expected 06/2023

GPA 3.5

UNIVERSITY OF NORTH CAROLINA, AT GREENSBORO

Bachelor of Science: Kinesiology

EXPERIENCE

KINDRED AT HOME

Mooreville, NC

Human Resources Specialist

05/2022 – Present

- Oversees the creation and update of employee records and ensures compliance with federal guidelines including electronic files for all employees, managers, executives, and temporary personnel.
- Manages and coordinates all aspects of background checks for new employment, including fingerprinting, for new and on-going employment, completing **50+** background checks monthly.
- Work with HRG and all departments to ensure compliance with record-keeping requirements. Resolve issues impacting departmental operations and client relations, including policy violations and internal complaints.

UPSTREAM

Greensboro, NC

Billing Specialist

12 /2021 – 05/2022

- Researched and identified billing variances within the system across multiple accounts, resolving discrepancies to maintain accuracy and currency.
- Worked effectively with medical payers to obtain timely and accurate payments for services rendered to **800 to 1500** patients monthly.
- Trained new hires on medical billing and coding policies, developing comprehensive training programs that covered all aspects of the job including HIPAA compliance, customer service, and medical coding and reimbursement.

CENTRAL CAROLINA SURGERY

Greensboro, NC

Prior Authorization Specialist

04/2021 – 12/2021

- Served as the primary liaison between medical clinics and insurance carriers to help facilitate coverage for **thousands** of patients, reaching out to providers to obtain prior authorization for testing and procedures.
- Oversaw accurate patient demographic and insurance information, logging more than **300-800 cases** per month to expedite service for **25 surgeons**.
- Tracked referrals during facilitation of prior authorization issuance, ensuring timely submission and completion of all necessary paperwork.

CENTRAL CAROLINA SURGERY

Greensboro, NC

Patient Support