**Michael A. Stem**  
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**Work Experience**

* **Playfly Sports**
  + Credit and A/R Analyst
    - Create and analyze biweekly AR reports and distribute to collegiate properties
    - Post incoming payments daily and investigate any discrepancies
    - Hold monthly calls with properties to discuss open invoices and problem accounts
    - Develop process improvements for more accurate and consistent reporting
    - Reconcile posted payments with bank activity monthly
    - Maintain positive relationship with properties through communication and problem solving
    - Communicate with sponsors to solve any invoice or payment issues
* **SimiTree Healthcare Consulting** December 2018 – November 2021
* Revenue Cycle Specialist (June 2020 – November 2021)
* Generate and present detailed weekly and monthly reporting to clients
* Hold weekly status calls with internal team and clients
* Set goals for each team member and perform QA weekly
* Develop and deliver process improvements to the revenue cycle for clients
* Create reports for clients identifying reasons for all unreleased and denied claims
* Train new employees and identify areas of improvement for existing employees
* Maintain relationship with external clients through effective communication
* Plan and implement strategies for new projects as assigned
* Collections Specialist II (December 2018 – May 2020)
* Follow up on outstanding AR on assigned claims
* Perform QA for all other team members on a weekly basis
* Train new employees on SimiTree policies and procedures
* Communicate with management on denial trends process improvement ideas
* **QMES, LLC** – Oaks, PA May 2013 – December 2018
* Billing Supervisor (January 2015 – December 2018)
* Generate and analyze AR reports to determine priority and areas of focus
* Create and distribute daily/weekly work assignments for employees
* Identify and update problems in billing procedures and practices
* Encourage and motivate employees to reach daily and monthly goals
* Hold monthly meeting with employees to discuss performance
* Identify trends and discrepancies in insurance payments and propose solutions
* Hire and train new employees on billing guidelines and company procedures
* Billing and Collections Specialist (May 2013 – January 2015)
* Work paper and electronic rejections and denials daily
* Complete accounts receivable reports for payment from multiple Blue Cross Blue Shield companies
* Identify common denials and determine solutions for future billing procedures
* Answer billing calls and customer service overflow calls
* Work as a team with colleagues to collect payment from all insurance companies

**Education**

* **West Chester University**, West Chester PA 19383 September 2009- December 2012
* **Bachelor’s of Science:** Health and Physical Education; **GPA:** 3.327