

Shannon Knox

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CAREER OBJECTIVE

Looking to secure a remote opportunity with a challenging role, where I can apply my diversified background of skills in accounting, medical billing, and coding plus credentialing while effectively utilizing my knowledge.

PROFESSIONAL EXPERIENCE

SpringHill Billing

July 2014-April 2020

Lead Medical Biller/Coder/Payroll Specialist

A-Z billing and coding for Pediatrics, Anesthesia, Orthopedic, Mental Health, Podiatry, Hospice and more. Managing daily A/R in multiple billing software like ECW, Athena, Epic, AdvancedMD, and Kareo and more by following up on claim denials and appeals. Posting of payments and obtaining authorizations and benefits verification. Assist in overseeing the billing company staff of billers, coders, collectors, and credentialing reps. Perform all aspects of credentialing and re-credentialing for more than 100 providers and 25 facilities using CAQH, PECOS, Basecamp, and Trello. Handling client accounts from 10 different states. Payroll duties consist of bookkeeping using QuickBooks. Bi-weekly Payroll processing via Peoplesoft by calculating earnings from timesheets tracking vacation and sick pay balances and salary rate adjustments and status change.

Doctor's Data Laboratory

August 2014-February 2018

Accounting/Billing/Collections Representative

Handle multiple line call queues for billing questions from patients and providers. Entering charges at list price, posting of payments and adjustments, and credit card payments. Initiate collection calls to the patient for overdue balances and to set up payment plans. Bill insurance claims for all payers electronic and paper. Handled invoices account payables and receivables and process check payments and refund checks.

Rylander Consultants

August 2009-July 2014

Billing Account Manager

Daily Responsibility of maintaining all ERA, and ABN. Following up on appeals and billing of all government and private payers also PI and Workers' Compensations claims. Coordinate insurance-related issues with doctors and patients to resolve problems promptly. Review the Operative report to append specific CPT/ICD and HCPCS codes to create encounter forms. Review patient charts and ensuring that all appropriate charges are captured to maximize revenue for the client's account. Review and print daily recap reports update client log.

Everest College

7/2011-9/2014

Medical Billing & Coding Instructor

OAD Orthopedics

12/2006-7/2009

Billing Coordinator

Ramada Plaza Hotel

10/2003-8/2006

Accounting Coordinator

West Suburban Hospital

8/2000-9/2003

Hospital Medical Biller & Collector/Computer Operator

EDUCATION

Concordia University **Major:** BA in Organizational Management/Health Care Management 2005-2007

Morton College- **Major:** AAS in Computer Information Systems/Repair Tech & Networking 2002-2004