**Hawa Shekie**

Elizabethtown, KY 42701

Cell: 502-291-9699

geneva09@fastmail.fm

**Summary**

Familiarity with Medicare, Medicaid, and Commercial auditing accounts, Experience with various systems to include Genesys System, Oracle Financial, Citrix, Aprima Software, EdIinsight, Availity, Timekeeper, Kronos, Enterprise, Decipher, LexisNexis, Metavance, and CAS.

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**Work Experience**

Practice Development Representative - **Advanced Care House Calls**

October 2018 to Current - Louisville, KY

* Processed new patients into Aprima System.
* Managed new patient referrals via fax, email, website, and phone.
* Explained services to potential patients and referral sources.
* Processed patient inactivation requests in Aprima System.
* Verified patient's insurance eligibility and coverage.
* Transferred calls to appropriate departments. Met department goals.

CKE Export Representative - UPS

November 2019 to March 2020 - Louisville, KY

* Ensure required documentation is provided with invoices for export clearance.
* Verify all shipments comply with global customs.
* Verify that all shipments adhere to exporting country's custom regulations.
* Verify all shipments comply with UPS standards and policies.
* Validate data and documentation accompanied with all invoices.
* Hold shipments that do not comply with global customs policies and regulations.
* Continually meet individual shipment review goals

Specialist, Payment Accuracy - Cotiviti LLC.

May 2016 to March 2018 - Louisville, KY

* Reviewed and verified large amounts of data.
* Identified billing and claim inaccuracies from UB-04, billing codes, and client systems.
* Provided new innovative ideas for overpayment opportunities.
* Followed up on client communication and disputes. Performed thorough research using various research techniques.
* Communicated and worked with various insurance companies and third-party organizations regarding claim processing and billing. Worked with Medicare, Medicaid, and Commercial accounts.
* Received continued training. Communicated audit results to client and upper management.

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Audit Support Assistant - Cotiviti LLC.

September 2015 to May 2016 - Louisville, KY

* Reviewed commercial and Medicare accounts for accuracy.
* Contacted various insurance companies regarding medical coverage for members. Utilized internal company system Tracker to input data.
* Assisted with special projects as assigned. Performed administrative tasks to help with department audit.
* Alerted supervisor or manager regarding system issues relating to productivity.
* Met department quality and metric goals.

Cash Disbursement Imaging Support - BrightSpring Health Services (formerly - ResCare Inc.)

September 2014 to September 2015 - Louisville, KY

* Reviewed bills and invoices scanned into internal system for payments.
* Utilized Oracle Financial System to pay company vendors and client invoices.
* Assisted users with timekeeping entries, and Kronos system.
* Researched pay disputes and inaccuracies. Assisted users with system navigations.

Collection Specialist - National Patient Account Services

October 2010 to September 2014 - Louisville, KY

* Collected on self-pay hospital accounts using the Genesys System.
* Worked to resolve account balances by negotiating payment arrangements and settlement offers.
* Adhered to applicable state laws and regulations relating to collection efforts.
* Provided excellent customer service and problem resolutions. Received ongoing training.
* Met and exceeded all departmental goals.

**Education and Training**

MBA: Business Administration

McKendree University

2013 - Louisville, KY

**Activities**

Volunteer at Bullitt County Animal Shelter