Jessie Shockey

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Summary of Qualifications:

- Experienced in accounts receivable, full-cycle revenue, denials tracking and analysis, root cause analysis, month end reconciliations, as well as the creation and maintenance of financial reports.
- Breakdown of tasks per type (nomenclature dependent on ticketing solution)
- Effective at completing product analysis to identify gaps in functional ability and take appropriate actions to communicate/document the gaps to the appropriate teams and offer alternative solutions to the customer
- Knowledge of Visual Basics Applications (VBA) and Macro creation within Microsoft Excel. Intermediate SQL querying, particularly DML commands. Ability to read and interpret PL/SQL scripting proficiently
- Analysis and interpretation of 837/835 and 270/271 ANSI files for claims/remittance/eligibility transmission.

Experience:

Support Agent II

Qualifacts Customer Support

Jan 2022 – Present

- Resolves moderate to high complexity/priority requests with consistent quality: Effective at completing product analysis to identify gaps in functional ability and take appropriate actions to document the gaps to the appropriate teams and offer alternative solutions to the customer
- Commits time to proactive assists teammates with request resolutions, identifies issue and resolution patterns, and contributes towards the creation of standardized training resources to increase team productivity.
- Adherence to Ticket Productivity goals and SLA/SLO requirements
- Build productive internal/external working relationships to resolve mutual problems by collaborating on procedures or transactions
- Focus on providing standard professional advice and creating initial reports/analyzes for review by experienced team professionals

- Exercise judgment within defined procedures and practices to determine appropriate action. Determines a course of action based on guidelines and modifies processes and methods as required
- EDI File Support and creation, General Ledger Reporting Subject Matter Expert (SME), Billing Reports SME (specifically related to data validation), working with complex billing and payment posting scenarios

Medical Billing Specialist
Mile High Psychiatry
Aug 2021 – Dec 2021

- Manages the aging of accounts receivable by trending and analyzing the A/R, and through communication with the payers/managers. Monitors collection processes to determine cash flow improvement opportunities.
- In depth knowledge of applicable contracts. Ensure compliance with state and federal laws and regulations. Maintains a thorough understanding of health insurance and government programs, where necessary.
- Prepare escalation reports and any necessary Payer materials with corroborating contract support for submission to the Manager and provider relations representatives.
- Respond to claim denials from insurance companies to ensure contractual payment of submitted claims and Resubmit claims and write appeals to insurance companies

Revenue Cycle Specialist II
Eating Recovery Center, LLC
July 2019 – August 2021

- Conduct analysis and develop reports of denial patterns by payors, denial types, region, lines of services, and levels of care. Determine payment/billing/collection problems and communicates those problems to the various components within the revenue cycle and other departments.
- Conducts and reviews trending root-cause analysis of denials to determine where improvements may be necessary
- Collaborates with and provides advice to revenue cycle staff and management in appeals for claims payment/collections. Provides support and expert testimony with cases in litigation.
- Sets priorities for own work within overall guidelines and manages own workflow in cooperation with others or other departmental needs.

Accounting Technician
University of Colorado, Anschutz Medical Campus
June 2016 – July 2019

- Management of client records between multiple EHR databases, including CareLogic.
- Submission of claims through third-party clearinghouse using CMS-1500
- Research of all denied claims and appeals submission tracking
- Eligibility verifications and authorizations management
- Deposit entry and reconciliations