

Objective: To obtain full time employment as a Medical Biller

Education

Niagara County Community College, Sanborn, NY
Medical Billing Certificate, May 2019

Cheryl Fells School of Business Niagara Falls, NY
Medical Receptionist 2003

Experience:

Office Manager/Managed Care Monitor

2/2014 until Present Catholic Charities, Buffalo, NY

- Oversee and coordinate administrative and office functions to ensure maximum efficiency
- Supervise, evaluate and manage the performance of the front office staff
- Maintain department administrative files
- Design and implement office policy and procedures
- Design, implement and maintain filing systems
- Perform all clerical duties as needed
- Coordinate and organize service contracts
- Assist Department Director and Assistant Director of Clinical & Aging Services with special projects
- Work with Clinical Supervisor to coordinate office functions
- Monitor and maintain office supplies
- Coordinate building maintenance requests and ensure a safe working environment
- Reconcile client fees and making weekly bank deposits
- Coordinate requisition and distribution of bus tokens and bus passes
- Process staff paperwork upon employment and termination
- Create and maintain employee files
- Assure that all office equipment is function properly

Managed Care Monitor

9/2011 until Present Catholic Charities, Buffalo, NY

- Research and verify client insurance eligibility, authorization and policy terms using Healthenet, Epaces and Availity
- Collect copays, deductibles and self-pay fees
- Post payments to clients account
- Reconcile client fees and make weekly bank deposit
- Assure that insurance information is correct and up to date in electronic medical record
- Obtain initial referral and authorizations
- Promptly contact managed care companies in a timely manner to resolve authorization lapses and problems
- Assist clients with obtaining referrals/authorizations on request
- Assure that financial information, insurance carriers, referrals, authorizations and outpatient treatment reports are appropriately entered into the EMR system
- Assist therapist with re-authorizations.
- Notify Clinic Supervisor and Central Billing of problems related to insurance coverage
- Perform other clerical/administrative duties as assigned

Medical Clerk Liaison/Office Manager

4/2009 until 9/2011 Planned Parenthood of WNY, Niagara Falls, NY

- Completed all assigned tasks related to Medical Clerk position in addition to supervisory duties which included:
 - Conducted monthly staff meetings, provided individual supervision for other support members, oversaw the day to day operations of the support team, liaison between support staff and doctor, resolved any internal/external complaints, and developed systems to improve daily operations
- Coordinated transferring of records to new doctor
- Pulled and filed charts as needed to support other staff members
- Utilized Medent and Allscripts as needed to determine chart numbers and location
- Communicated with clients, outside agencies/offices regarding medical records
- Performed other clerical duties requested/assigned by Clinical Manager
- Ensured all charts are filed and locked in the records room at the end of the day

Medical Clerk

3/2004 until 4/2009 Planned Parenthood of WNY, Niagara Falls, NY

- Operated telephones efficiently by promptly answering the telephone, screening telephone calls and referring appropriately, and recording and delivering telephone messages as necessary
- Scheduled, confirmed, and rescheduled appointments in a timely, efficient manner and works toward the goals that have been set for each clinic
- Acted as receptionist in the processing of patients for the clinic, counseling or other services in accordance with the established procedures
- Entered and verified for accuracy services provided into the computer and posts payments made by patients.
- Balanced computer report with cash on hand at end of each day
- Recorded cash in daily log and places in a safe until deposited
- Prepared patient records appropriately by filing patient records, preparing new patient charts, and recording tests in patient charts
- Kept a list of patients transferring from one site to another and requests the physical transfer of charts
- Completed medical record requests from other facilities and doctors
- Verified insurance information and set up patient accounts accurately in the computer system
- Responsible for making sure all charts are collected and locked in the record room at the end of the day
- Prepared charts for in house audits and insurance audits
- Processed incoming and outgoing mail
- Performed other clerical duties as requested
- Assumed other duties assigned by the Clinic Manager
- Medent and PMG System
- WNYHealthnet, Epaces, Fidelis Portal