ROBERT SMITH

E-Billing Coordinator

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SUMMARY

5+ years of experience as a Billing Coordinator. Working with medical billing to maximize the experience for the clients and generate an increase in the revenue for my employer. Highly experienced and knowledgeable with all types of insurance companies including Tri-Care, Medicare, Medicaid, and multiple Commercial Insurance companies.

CORE COMPETENCIES

ICD-10 Knowledge and Usage, Customer Service, Billing, Database Management, Data Entry, Training, Mentoring, Office Equipment, Scheduling, Organizational, and Medical Records.

PROFESSIONAL EXPERIENCE

E-Billing Coordinator

ABC Corporation - April 2015 – Present

Key Deliverables:

- Responsible for the coordination of billing in a busy medical office. This also includes; patient check out, insurance verification and scheduling return appointments.
- Along the billing aspect I am responsible for; contacting insurance companies, obtaining benefits and working out extensive budget agreements based on insurance coverage, entering in charges and submitting insurance claims, and following up on delinquent accounts to ensure payment.
- Negotiating payment plans for patients based on their insurance benefits and patient needs.
- Intricating research of patient accounts, taking payments and posting payments to correct accounts.
- Entering charges after each appointment to submit to the patient insurance company.
- Managing all check- out responsibilities in a quick and proficient manner including, scheduling follow up appointments, collecting copays and answering any and all billing questions.
- Assisting patients parents to obtain waivers and file appeals with their insurance companies.

Medical Biller- Customer Service Representative

ABC Corporation - June 2014 – March 2015

Key Deliverables:

- Responsible for medical billing for the local call center that out branched for clients countrywide.

2259 Oak Street, Old Forge, New York, 13420

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- Answering all incoming calls in an efficient and quick manner, I manage e-payments online as well as took payments and generated organized payment plans for clients that meet their budgetary constraints.
- While assisting in getting their medical bill issues resolved and working with insurance companies to ensure coverage.
- Data entry of corrected and updated patient demographics and insurance information while verifying active coverage for procedures.
- Furthermore, explaining these benefits to the patient and guiding patients to the correct department answered all incoming calls in a quick effective manner.
- Set up complex payment plans for clients as well as informed them on all their options to find what best suites patients needs.
- Provided notation on patient accounts to keep accounts up to date, and when needed further assistance submission on a coded comment.

EDUCATION

A.S. in General Studies Liberal Arts - (Guilford Technical Community College)Math in Math/Science - 1976(Port Byron Central School - Port Byron, NY)HS- (Jersey Village High School)

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