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| **Deborah Haynes**  **573.579.3342**  **2002 Beaver Falls Lane**  **Jonesboro, AR 72404**  [debhaynes2003@hotmail.com](mailto:debhaynes2003@hotmail.com) |  |

Objective

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Extremely dependable and enthusiastic individual seeking a position within the health care system. Offer hands-on experience in daily office operations, high level of customer focus and people skills and exceptional interpersonal abilities contributing to the success of any organization.

Education

2007-2009 | SEMO University, Cape Girardeau, MO Associates / CDA

2006 | 2013 Owner/Director

A 2 Zee Daycare & Preschool| Cape Girardeau, MO 63703

Establishing policies, appointing appropriate staff members to carry out the directives and explaining the policies to parents. Creating and maintaining a budget, including setting fees. Making sure the preschool facilities are cleaned and maintained in accordance with state regulations – ensuring the school is ready for health inspections at any time. Overseeing the teaching staff and helping them with curriculum development. Hiring support staff, such as janitors, nurses and secretaries to ensure the smooth operation of the facility. Meeting with parents and giving periodic evaluations of each child’s progress.

2010 | 2012 Medical Billing/EDI Specialist

Ferguson Medical Group| Sikeston, MO 63801

Prepare and submit clean claims to various insurance companies either electronically or by paper, answer questions from patients, clerical staff and insurance companies, identify and resolve patient billing complaints, prepare, review and send patient statements, evaluate patient’s financial status and establish budget payment plans. Report status of delinquent accounts, review accounts for possible assignment and make recommendations, prepare information for the collection agency, perform daily backups, perform various collection actions including contacting patients by phone and correcting and resubmitting claims to third party payers, process payments from insurance companies and prepare daily deposits, participate in educational activities and attend monthly staff meetings, maintain strictest confidentiality and adhere to all HIPAA guidelines/regulations.

2002 | 2010 Medical Insurance/Billing Coordinator

Karen Yates, MD | Cape Girardeau, MO 63703

Preparing and assisting with professional fee billing for patients, knowledge of CPT and ICD-9-coding and all pertinent billing rules and regulations for multiple third-party payers, professional fee and primary care services billing practices and proper editing protocol. examining provider consult/progress notes, assigning and entering proper codes for charge entry, ensuring charge entry and coding is correct, submitting claims via billing system daily, verifying insurance coverage and client co-payments and obtaining authorizations for treatment from the clients’ insurance pay source, provide feedback, education and guidance to providers on proper documentation techniques to ensure proper reimbursement, provide education to staff in regards to coding, billing edits and how to optimize reimbursements based on current payer guidelines, resolve unsettled items and assist in the recovery of underpayments and denials relative to patients’ accounts and third party payers, credentialing providers with all payers including periodic updates as required, maintain strictest confidentiality and adhere to all HIPAA guidelines/regulations.

1998 | 20002 Medical Insurance/Assistant Billing Manager

Kies Eye Center | Cape Girardeau, MO 63703

Processing, tracking and completing third-party invoices, issuing billing adjustments, printing, validating and mailing customer refund checks, processing delinquent invoices, maintaining daily logs of all transactions, contacting customers regarding payment inquiries, data entry, daily closing and balancing of payments and receipts, maintain strictest confidentiality and adhere to all HIPAA guidelines/regulations.

Skills

Medical insurance billing knowledge and coding protocol, develop, research, review and analyze, reading and data entry, written and oral communication and  office technology.