**Renotta Estes**

**1708 Broadmoor Jonesboro AR 72401**

**870-351-8950** [**renotta\_estes@yahoo.com**](mailto:renotta_estes@yahoo.com)

**Career Objective:**

To obtain a challenging position in a career oriented healthcare facility to utilize my skills and experience towards professional growth and development.

**Summary of skills:**

* Hardworking, motivated, energetic, dedicated, and professional individual able to serve clients in a conscientious and pleasant manner
* Excellent level of analytical and problem solving skills
* Strong knowledge of HIPAA laws and regulations
* Strong ability to multitask, organized, disciplined and detail oriented
* Proven the ability to work with minimum supervision
* Ability to communicate effectively, both in oral and written
* In-depth knowledge of medical coding, medical billing and health care administration
* Extensive knowledge of medical procedures and medical terminology
* Medical software knowledge: Medisoft, Medical Manager and Office Hours, Practice management, Lavender and Wyatt, Credible, CPT-4 coding, ICD-9 coding, CM1500 forms and UB92 forms; Microsoft Office, INDA system

**Work Experience:**

**Mid-South Health Systems**

**11/08-09/10**

**Self Pay Specialist**

**Carla Pratt (870) 972-4000**

* Responsible for ensuring that the self pay statements are accurately prepared and are free from any kind of discrepancies.
* Answer customer queries, complaints and problems on phone.
* Assisted in resolving issues associated with medicaid, medicare, and private insurance.
* Responsible for working service ticket corrections and submitted the correct claim electronically on PES or by mail.
* Assisted in handling the medicaid the denied claims from the remittance advice and resubmitted claims as necessary.
* Balance daily deposits as needed, made bank deposits daily, and also assisted in billing medicaid files as needed.
* Perform miscellaneous job-related duties as assigned.

**Credit Bureau/Dickson & Quinn Orthopedic**

**07/06-06/08**

**Billing Clerk**

**Sue (870) 930-3148**

* Responsibilities include: Billing for medical and all commercial carriers, following up on unpaid accounts or denying claims for their status, heavy data entry tasking, answering phones, filing, faxing and copying documents.
* Develop spreads for tracking claim checks for physicians.
* Process patient statements, key data, post transactions, and verify accuracy of input to reports generated.
* Receive and receipt cash items and third party reimbursements.
* Post and reconcile payments to patient ledgers.
* Assist in preparing documentation and responses for legal inquiries, litigation, and court appearances
* Reviewed accounts not billed and prepared bill from available information.
* Prepared and mailed duplicate bills as requested.
* Interviewed customers and others in person and by telephone to answer inquiries and complaints pertaining to bills, customer deposits, and accounts.

**Jonesboro Healthcare Center**

**10/05-08/04**

**Asst. Business Office Manager**

**Cathy Torres (870) 935-7550**

* Performed business office duties, such as payroll, accounts payable and accounts receivable, and balanced all accounts monthly
* Helped in resolving accounting issues related invoicing.
* Manage petty cash for office and client’s trust fund accounts
* Assist with recruitment: write job ads, cull applicants, interview candidates
* Ran background checks on all employees and finger prints
* Filled insurance claims and handled carrier reques