Kia Stone

A motivated billing specialist with over 10 years of experience in performing bookkeeping services in different fast-paced organizations. Proficient in reviewing and reconciling accounts, along with handling claim denials expertly. An adept medical professional with strong analytical skills, extensive communication skills, and the capabilities to work well within a team structure. A results-oriented individual with adept capabilities in completing multiple tasks on-time, with high-commitment, efficiency, and accuracy.

Personal Info

Address
Cuba, Illinois

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309-231-9831

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danielleharrsn4@gmail.com

Education

Feb 2020 - present

Nutritional Therapy Association (Online)

Nutritional Therapy Practitioner

Sep 2002 - May 2006

Cuba Jr./Sr. High – Cuba, IL

High School Diploma

Key Strengths

Customer Service

Medical Billing

Medical Insurance

Office Management

Records Management

Staff Development & Training

Attention to Detail

Technical Attributes

Microsoft Office Suite

Word, Excel, PowerPoint

Professional Experience

Jul 2012 - present

Graham Health System – Canton, IL

Nov 2017 - present

Billing Specialist | Denials Management

- Record and manage all billing operations for the hospital's DME branch.
- Proficiently handle all patients' accounts from initiation to completion by ensuring all dues are cleared.
- Review and maintain medical billing as well as claim records for all patients.
- Consistently cater to all phone calls and resolve queries asked by the patients efficiently.
- Collaborate with customer service officials to ensure that all claims are handled perfectly and resolve issues if necessary.
- Post timely payments for both insurance and patients to balance those deposits for the bank.

Jun 2014 - Aug 2015

DME Supervisor

- Administered daily operations for the DME branch and ensured that all employees strictly managed time schedules.
- Worked well with the customer service team and resolved complex issues raised by the clients promptly.
- Prepared well-informed financial statements and balanced cash drawers movement for banking purposes.
- Showcased excellent customer service and leadership skills by communicating well with other departments of the organization.
- Acted as the crucial point of contact between physicians and patients, along with solving concerns raised during ordering DME for patients.

Jul 2012 - Jun 2014

Payment Poster | DME Biller

- Consistently answered phones and understood patient account questions to solve them accordingly.
- Contacted insurance providers to get correct insurance information and authorization of relevant billing codes.
- Submitted all patients' and insurance payments in a timely manner, along with working settling denial claims for successful payment recovery.
- Adequately completed appropriate claims' paperwork, documentation, and system entry.

Jul 2009 - Jun 2012

Saegertown Family Healthcare – Saegertown, PA

Sep 2011 - Jun 2012

Office Manager

- Prepare automated daily statistical reports for management to make prompt decision-making steps.
- Adroitly managed schedules for both employees as well as physicians.
- Built strong relationships with both patients as well as staff members and resolve all complaints from them.
- Managed the institute's inventory and paid utility bills for the vicinity on a timely basis.
- Proficiently manage primary physicians' personal and work schedules to provide the best possible appointment hour for outside patients.
- Timely delivered all medical records requested by insurance companies and worked on insurance denials for completion of payments.

Jul 2009 - Sep 2011

Secretary | Receptionist

- Scheduled appointments for patients by handling bulk of phone calls efficiently.
- Answered all incoming calls from patients, doctors' offices, and pharmacies.
- Performed filing of medical records for all current and previous patients.

Jan 2007 - Jun 2008

Customer Service | Cash Office Clerk

Giant Eagle – Meadville, PA

- Effectively managed a high volume of inbound and outbound customer calls.
- Demonstrated sound customer service expertise to understand customers' concerns and innovatively resolve them.
- Balanced out the company's cash registers and deposits to improve business outcomes.

References

Elicia Munson
Previous Reporting Manager
Graham Health System
Contact Number: 309-647-0201 ext 8527

Kyle Rice
Director
Graham Health System
Contact Number: 309-647-7207

James Callendar
Pastor/Friend/Past Boss
Contact Number: 814-282-0223