

# Stephanie Franklin

**Ambitious, Outgoing, Reliable with Integrity**

Wheat Ridge, CO  
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## WORK EXPERIENCE

### **Patient Account Specialist**

Centura Health - Centennial, CO - June 2013 to February 2015

#### Responsibilities

Call volume of 80 - 90 calls a day

Billing insurance, adding/removing effective insurance

Update Demographics

Post Refunds, Submit HIPAA

Advise of billing policy and procedure, provide balances, take payments, post payments towards account

Train New Hires

Advise of billing and demo info to authorized parties, and with proper HIPAA

#### Accomplishments

Provided high call volume

Dropped abandonment rate

Exceeded positive attitude and fun working environment

Apart of Mission and Ministry

#### Skills Used

90 WPM

Computer Skills; Microsoft Word, Excel, Outlook, and Scanning

Meditech

ClickON DMS

Virtual Workplace

### **Receptionist/Administrative Assistant**

HM Medical Consultants - Denver, CO - January 2012 to June 2013

#### Responsibilities

Scheduling

Billing; follow up A/R insurance reports

Open office/Close office - End day Close

Phones

Room patients

#### Skills Used

Computer Skills

Communication Skills

Phone Skills

Email;Outlook

### **Biller II**

SASDATALINK - Denver, CO - 2010 to January 2012

#### Responsibilities

Performed at high-quality daily; submitted range of 200-250 claims a day at a 98% audit accuracy; Crossed trained in 8-10 different sites

Billed Outpatient and Inpatient claims on UB04 and CMS-1500 claim forms to insurances; such as, Medicare Part A & B, GEHA, Aetna, UHC, UBH, BCBS, ABCBS, Mutual of Omaha, and smaller insurance carriers

Managed monthly patient and insurance aging reports; Updated every 6 months insurance credentialing with all commercial carriers, and Medicare and Medicaid

Communicated effectively with insurance carriers regarding submission of claims, appeals, and prior authorizations

#### Accomplishments

Billor of the Month 3 months in a row

Accurate billing of VA insurance claims

#### Skills Used

Punctuality

Accuracy

Knowledge of CMS 1500 & UB04

#### EDUCATION

##### **MDAA in Medical Administration**

Everest College - Thornton, CO

2009 to 2010

##### **GED in GED**

Emily Griffin - Denver, CO

2009 to 2009

#### SKILLS

Administration, Data Entry, Phones, Computers

#### ADDITIONAL INFORMATION

##### QUALIFICATIONS

Administration

- Scheduled and confirmed patient's dermatology/physiatrist appointments accordingly; checked patients in and out in timely manner

- Collected co pays and fees daily; entered payments through AdvancedMD and EZHealth

- Helped with the transition to electronic health records, with using of EMA

- Filled/Refilled prescriptions authorized by physician using Sure Scripts - Electronic RX

- Balanced at the end of day close with cash and credit ranging in amounts of \$4,000 - \$10,000

- Experience with Quickbooks, Microsoft Word/Excel/Access.

Billing-Patient Accounts Receivable

- Performed at high-quality daily; submitted range of 200-250 claims a day at a 98% audit accuracy; Crossed trained in 8-10 different sites

- Billed Outpatient and Inpatient claims on UB04 and CMS-1500 claim forms to insurances; such as, Medicare Part A & B, GEHA, Aetna, UHC, UBH, BCBS, ABCBS, Mutual of Omaha, and smaller insurance carriers
- Managed monthly patient and insurance aging reports; Updated every 6 months insurance credentialing with all commercial carriers, and Medicare and Medicaid
- Communicated effectively with insurance carriers regarding submission of claims, appeals, and prior authorizations

Customer Service/Patient Account Specialist

- Communicated courteously with members and staff with effective verbal and written skills
- Screen financial assistance, charity, CICIP.
- Resolved variety of patient complaints and concerns to a high success rate
- Trained new hires in assisting payments and front office procedures
- Communicate with insurance, patient's, and attorneys
- Receive faxes, documents, emails, return mail routing to appropriate party
- Meditech, LEARN, ClickON, Excel, Windows 7, Outlook, MedAssets
- Submission of proper/efficient request to refunds, cash control, insurance, and regulatory
- Contractual adjustments taken on accounts through Meditech as provider liability