

Amy Stevens

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Administrative Skills and Expertise

- Billing: Accounts Payable, Receivable and Reconciliation
- Medicaid/Medicare Billing, Reporting and Requirements
- Detailed Information Tracking and Monitoring
- Multi-Tasking and Working in Fast-Paced Environment
- Data Entry
- Excellent Written and Oral Communication
- CPR/First Aid Certified
- Passion for Helping Senior Citizens
- Professional
- Organized
- Team Player
- Positive Attitude

McKesson Healthcare Software
Microsoft Office
QuickBooks

Recent Experience

Innovage

Administrative Assistant

2013 – 2014

Managed all billing functions for Adult Day Senior Center including processing, monitoring, and reporting payment and financial status. Recognized as an expert in billing for Medicaid, private pay and long-term care insurance. Provided accurate and efficient data input and analysis to track attendance, healthcare, medication and overall well-being of clients. Created and maintained activity calendar for daily activities for the seniors at the center. Offered excellent and personalized customer service as the front desk receptionist including greeting clients and their families, tracking status of clients, and handling emergencies and everyday interactions with courtesy and efficiency. Served as the eligibility officer for the food program including monitoring food inventory, coordinate meals and determine ongoing food needs.

Senior's Resource Center

Adult Day and Respite Services Assistant

2008 – 2013

Coordinated and reconciled billing and reimbursement for Medicaid, Veterans Administration, private pay insurance and other nonprofit reimbursements for five sites. Member of leadership team and advisory council. Provided executive support, customer service and administrative assistance such as executive meeting notes, coverage for front desk/receptionist, meeting schedules and employee recognition events. Insured compliance of all government regulations and reporting requirements, including DRCOG. Coordinated volunteer program for Adult Day program. Entered and tracked data for participants including program usage, insurance data, reimbursements, requirements, payments, collections and other billing information.

Metro Community Provider Network

Document Control Specialist

2005 – 2008

In conjunction with the Director of Quality, created and maintained all policies and procedures for fifteen health clinics. Formatted and edited all related documents using HIPPA and JACHO standards for providing excellent patient/participant care. Provided desk procedures to the HR department and answered all questions related to the specific departments. Managed and downloaded electronic health care surveys using the Duppont/Linhoff system of record keeping.

Mile High Ministries

Night Manager

2006

Responsible for all aspects of night management and operations for Joshua Station, an inner-city homeless shelter for families. Monitored all property activities and resolved conflicts with minimal disruption. Maintained a positive, ongoing relationship with the residents, treating everyone with dignity and respect, but being firm as needed.

Denver Rescue Mission

Data Entry Specialist

2006

Part-time seasonal position to accurately and efficiently input holiday donor data while resolving inaccurate customer records, monitoring for duplication and updating the data base for better utilization and efficiency.

Education and Awards

Employee of the Month – Senior’s Resource Center

CPR/First Aid Certified

Fast Track Computer Training - Graduate Emphasis: Microsoft Office Suite

Barnes Business College - Graduate

Westminster High School - Graduate

Community Involvement

Fundraising and Volunteer for Alzheimer’s Association Memory Walk

Volunteer for Art from the Heart Event

Class Monitor for National Leading Edge Conference on Senior Citizens

Parade Float Judge for Arvada Harvest Festival