**[Financial Supervisor](https://www.postjobfree.com/resume/ad0c9p/financial-supervisor-newark-nj-07104)**

**Location:**Newark, NJ, 07104

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**Resume:**

?DESHAUN GALES

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OVERVIEW and SUMMARY OF SKILLS

? Medical Claims Billing and Coding

? Provider Engagement and Coordination

? Exceeds Daily/Weekly Quota of Outstanding Claims

? Exemplary Customer Service

? Excellent Interpersonal and Communicative skills

? Compliant in HIPAA and OSHA procedures

Medical billing and Electronic Medical Records (EMR) software:

Medforce, FastTrack, Quadra Med, ECW, Intergy, IDX, Eagle, Ontrac Ptar web system, SharePoint, and MDE, Lytec, eIVF, Availity, Trizetto.

PROFESSIONAL EXPERIENCE

Island Reproductive Services 3/2023 to 9/2023

Financial Supervisor ? ? ? ?

? Led a team of 6 people

? Oversaw the submission of medical claims and the collection of payments for those claims

? Issued appeals for denied claims

? Ensured the posting of EOB payments

? Responsible for handling A/R & running the A/R reports

? Posted and collected payments for cryostorage

? Communicated with patients regarding out-of-pocket expenses for IVF treatments

Newark Community Health Center-Newark, NJ. 9/2022 to 10/2022

Medical Biller (Contracted)

? Handled projects that required special attention for contractual adjustments, AR reports & Medicaid recipients' compliance.

? Scrubbed claims to ensure they were correct for processing before submitting them.

? Resubmitted claims to the clearinghouse after correcting errors.

? Worked closely with the team to bring AR down through various projects.

IQVIA (Opus Health) ? Bridgewater, NJ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? 2/2020 to 2/2022

Medical Billing Associate (Contracted)

? Collected adequate supporting documentation to interpret a patient's claim's explanation of benefits (EOB).

? Assessed and determined if submitted claims should be paid or rejected.

? Processed medical claims via in-house software (CSS)

? Provided initial support for customer requests via telephone, email, or other available means of contact.

COMMUNITY SURGICAL SUPPLY ? Kenilworth, NJ? ? ? ? ? ? ? ? ? ? ? ? ?7/2018 to 9/2019

Qualifications Coordinator

? Reviewed physicians' notes to extract clinical information and diagnosis to create Physicians' Orders (POs) for Durable Medical Equipment (DME)

? Prepared Certificate of Medical Necessity (CMN) and POs for Medicare billing purposes

? Verified patient information about medical/surgical equipment and supplies orders prescribed to Medicare patients.

? Contacted patients to obtain additional supporting demographical or insurance-related information.

? Analyzed aging reports for discrepancies and provided follow-up promptly to recoup delinquent claims.

? Ensured the return of CMNs and POs from providers on time to finalize billing.

AFFINITY HEALTH PLAN ? Bronx, NY? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? 11/2017 to 5/2018

Customer Service Representative (temporary assignment)

? Answered 90+ patient calls, including new customer registration, retrieval of customer data, providing relevant product information, and canceling services.

? Created customer accounts & updated customer account information.

? Maintained customer records in medical systems software.

TESSELLATE (Data Driven Delivery Solutions) ? New York, NY? 6/2016 to 8/2017

Provider Engagement Coordinator

? Responsible for distributing and collecting all daily alerts retrieved via physician/patient software to notify the physician of any erroneous or discrepant invoicing.

? Liaised with doctors on areas of concern regarding the patient billing process, insurance providers, and patients.

? Assessed all alerts by reviewing the doctor's notes in the patient's records, ensuring accuracy for coding purposes.

? Maintained and uploaded all documentation regarding doctor's alerts into SharePoint EMR software.

? Compiled daily reporting, collecting patients' future appointments for record-keeping and other use via Excel.

? Performed other medical record duties, such as updating patient information utilizing Quadra Med and ECW

INTEGRA PARTNERS ? New York, NY? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? 6/2014 to 7/2016

Claims Resolution Specialist

? Responsible for disputing all claim rejections, holds, denials, and inquiries by healthcare providers for Affinity Health Insurance

? Liaised directly with the payer on appeals, ensuring that accounts were current.

? Maintained appropriate documentation and records, billing, cash collections, and problem resolution on medical claims.

? Ensured that all work conforms to legal and regulatory policies and procedures, including HIPAA compliance.

? Accountable for producing daily productivity goals and performing follow-up of all Accounts Receivable over 45 days assigned by the payer. ? Responsible for disputing all claim rejections, holds, denials, and inquiries by healthcare providers for Affinity Health Insurance

? Liaised directly with the payer on appeals, ensuring current accounts.

? Maintained appropriate documentation and records, billing, cash collections, and problem resolution on medical claims.

? Ensured that all work conforms to legal and regulatory policies and procedures, including HIPAA compliance.

? Accountable for producing daily productivity goals and performing follow-up of all Accounts Receivable over 45 days assigned by the payer.

EMPIRE STATE BILLING ? BRONX, NY? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? 10/2013 to 6/2014

Reimbursement Specialist

? Responsible for all private insurance and Magnacare claims for Orthopaedic practice

? Verified all payments received from insurance companies and patients

? Compiled all necessary documentation for appeals and adjustments made on claims

? Served as liaison between the insurance companies and the billing agency

? Maintained database of patient accounts

EDUCATION

SANFORD BROWN INSTITUTE ? NEW YORK, NY? ? ? ? ? ? ? ? ? ? ? ? ? ? ? 3/2012 to 6/2013

Medical Billing and Coding Certificate Program?