

MARGARET C. WOOD-LUCAS

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SUMMARY Results oriented professional with over 29 years customer services operation and supervisory experience in the medical and health care insurance industry to include worker's compensation, managed care, benefits cost data, medical and provider management, reimbursement methodologies, quality control audits, front- and back-end claim processing.

SKILLS	Medical and Dental Terminology	Claims Examiner
	Billing Administration	Microsoft Office & Excel
	PPO, EPO & HMO	Billing Supervisor
	Payroll	Business Writing
	Medical and Dental Reviews	CPT codes

PROFESSIONAL EXPERIENCE

Lead Front Desk Coordinator

Proflex Physical Therapy of MD
 Clinton, MD

March 2011 – Feb 2, 2022

- Processed intakes and scheduled patients according to patient's daily responsibilities.
- Effectively post payment to patient's account and manage daily deposits.
- Requested authorizations from auto, medical and worker's compensation insurance companies for patients.
- Explained insurance benefits to new patients.
- Reviewed over 70 charts per day, reviewed charts for valid authorizations and prescriptions to ensure payments from insurance companies.
- Responsible for etiquette communication when responding with external and internal customers orally or written.
- Responsible for depositing the money in the company's bank account.
- Purchased supplies from Staples for the office..
- Trained new employees
- Accountable for responding to emails, faxes and call volume 30+ calls per day.

Professional Billing International (SMHS)
Waldorf, MD

April 2009 – March 2011

Floor Supervisor

- Supervised and managed the daily workflow for the Medical Billing and Registration Departments.
- Managed the payroll time cards and keyed the information into Kronos system for all employees at PBI.
 - Validated and updated paper and electronic claims for many clients.
 - Implemented a new policy and procedure to expedite a tremendous backlog in a timely manner for many clients.
 - Reviewed, authorized and processed request for refund forms.
 - Posted payments to patient's account and adjusted patient's claims according the patient's contract with the insurance company.

Rehabilitation Center of Southern Maryland P.T. (SMHS) Feb 2008 – April 2009
Clinton, MD

Receptionist

- Processed intakes and schedule patients according to patient's daily responsibilities.
- Effectively post payment to patient's account, manage daily deposit reports.
- Requested authorization from auto, medical and worker's compensation insurance companies for patients to have treatment at the facility.
- Efficiently verify benefits from various insurance companies and effectively explain benefits to patients
- Coordinated the workflow for the office.
- Obtained authorization numbers from insurance companies for various procedures.

Professional Billing International (SMHS)
Waldorf, MD

April 07 – Feb 2008

Medical Billing

- Keyed charge tickets into the Enterprise System and Medicare Highmark Software.
- Billed claims to the appropriate insurance company (Primary and Secondary).
- Processed payer path reports (claims sent electronically).
- Liaison with the managers at the Doctors' office, customers and insurance companies.
- Researched and appealed CPT procedure codes denied and re-submit with supporting documents.

Colonial Healthcare, Inc.
Lanham, MD

Jan 04 – Mar 07

Customer Services Representative/Claims Examiner

- Managed the daily report from PMCS.
- Processed medical and dental claims according to member's contract.
- Effectively explained medical and dental benefits to clients and providers according to contract provisions and HIPAA regulations.
- Adjusted claims processed incorrectly and reviewed and processed appeals.
- Accountable for responding to emails, faxes and call volume 40+ per day and liaison with clients to provide resolution to complex problems.

ADP Integrated Medical Solutions
Rockville MD

Nov 95 – Nov2003

Team Leader

- Managed the daily workflow and scheduling of the Client Services team. Supervised 7 Client Services Representatives.
- Monitored the high path composite ACD line and unit production to ensure calls and call volumes exceed contractual agreement expectations.
- Provided monthly customer service production and satisfaction reports to management and account management teams.
- Created and implemented New Hire Orientation for new client service associates.

EDUCATION

Prince George's Community College , Montgomery Community College
The Wilson Learning Institute

AWARDS

Letter of Recognition (Colonial Healthcare)P	Feb.	2006
The President's Award (ADP?CSG)	Aug.	2002
Outstanding Performance Award (AD)/IMS)	Feb.	2001
Customer Service Award (ADP/IMS)	Nov.	1999
Proclamation of Excellence ADP/IMS)	Feb.	2000