

Deborah Carter, CPC, CPB

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Coding and Billing Manager

Highly motivated Coding and Billing Manager skilled at identifying and implementing improved billing and collections processes that make a positive contribution to financial results. Encompasses a strong mix of technical accounting and analytical skills. Excellent communication abilities, adept at interacting effectively with personnel at all levels, as well as community representatives and care providers. Involved with managing the education of the Internist at St. Joseph Mercy Hospital in Ann Arbor, MI.

AREAS OF EXPERTISE

Medical Claims Processing • Credentialing • Managed Care Insurance Plans
Project Management • Accounts Receivable • Self-motivated
ICD-9/10 • Nexgen • Allscripts • IDX • AMS • SDM • Microsoft Office

*Medicare, Blue Cross Blue Shield, HMO's, Commercial insurance, PPO's, POS, TPA, Aetna
United Healthcare, Medicaid, Medicare, Covered California Plans*

PROFESSIONAL EXPERIENCE

Nvision Laser and Eye Centers, Newport Beach, CA 2013 - Present
Accounts Receivable Processing Analyst

- o Manages the Accounts Receivable of claims in excess of \$3.5 million per month.
- o Identifies potential customer account issues through review of daily, weekly, and monthly generated reports and queries.
- o Evaluates and identifies opportunities to drive process improvements that positively impact the customer's experience.
- o Researches and resolves potential billing errors through regular customer account audits to ensure billing accuracy.
- o Played key role in preparing Physicians and the Billing Department for the ICD-10 Educational program.

TLC Eyecare and Laser Cener, Jackson, MI 2010 - 2013
Claims Processing Analyst

- o Oversaw the Accounts Receivable of claims valued at \$2.5 million per month.
- o Conducted Analysis around various claims payment processes to ensure accuracy of system configuration and provider payments.
- o Investigated problem claims to determine root cause of problem in order to avoid issues from occurring in the future.
- o Processed claim inquiries by resolving various claim errors in accordance with designated standards.

Office of Dr. Terry D. Howell MD., Saline, MI

2003 - 2010

Medical Billing Manager/Assistant Office Manager

- o Managed and led a team of four associates in the department.
- o Collaborated with the Huron Valley Physicians Association (HVPA) to facilitate the onboarding of new insurance companies.
- o Directed and facilitated the preparation of all financial statements and reports.
- o Coordinated the collection function, authorized write-off of billed amounts, and established appropriate reserve or bad debt.
- o Managed the credentialing process for all providers with third party payers.

Office of Dr. Thomas K. O'Brien, Ann Arbor, MI

2001 - 2009

Medical Billing Manager/Administrative Assistant

- o Managed and led a team of seven associations to successfully attain goals.
- o Verified and validated the accuracy of charges, as to proper fee schedule, contract and service.
- o Ensured that all payments were collected and recorded accurately per contractual terms, fee schedules or payment protocols.
- o Prepared accurate billing, collections, cash applications, accounts receivable, and bad debt reports for internal and external users.
- o Adhered to and ensures compliance to all policies and regulations.

Pediatric Healthcare Associates, Ypsilanti, MI

1997 - 2000

Billing/Coding/Patient Accounts Specialist

- o Managed accounts receivable claims in the amount of \$45 Million per year
- o Managed and coordinated the claims support system while maintaining changes to the Medicsystem.
- o Led the check-in and check-out process and ensured that all work was completed.
- o Maintained the accuracy of electronic claims and handled the resubmission of corrections.

Medicine Faculty Associates, Ypsilanti, MI

1993 - 1996

Financial Analyst/System Support/Billing Specialist

- o Led and supervised a group of 24 students.
- o Managed care of Internal Medicine team and maintained accounts receivable functions.
- o Supervised four Desk Billers while overseeing the front desk operations.
- o Educated the Physicians on new Billing and Coding changes.
- o Made recommendations to Practice Manager and Physicians to enhance the reimbursements process.

University of Michigan, Ann Arbor, MI

1978 - 1993

Billing Specialist/Accounts Representative

- o Managed the billing of various departments including Anesthesia, Physical Medicine Rehabilitation, Pediatrics, and Gynecology.
- o Managed Accounts Receivable as well as monthly balances.

EDUCATION

Certified Medical Coder and Biller, Practice Management Institute, San Antonio, TX
College Courses in Business Administration, University of Michigan, Ann Arbor, MI