

Miranda Holland

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Seeking a position in the Healthcare Industry and Customer Service Industry where I can utilize my patient service skills, clerical abilities and front desk knowledge to guarantee the efficiency of the facility.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Billing and Coding Specialist

CAPITAL WOMEN'S CARE - Fairfax, VA
August 2016 to Present

Responsibilities include billing and follow-up of unpaid claims, filing of secondary insurance claims, appeals, patient collections balances and reconciliation of patient accounts. Medical biller is responsible for detecting coding/modifier errors, submitting corrected claims, appeals or reconsiderations for reimbursement. Highly skilled in medical billing for physician services including claims and payment processes, medical coding and terminology and insurance verification. Requires excellent communication and customer service skills and proficient data entry skills and knowledge of computers.

Bill Collector

Nationwide Credit Corporation - Alexandria, VA
June 2015 to August 2015

Contract Position.

Responsible for locating businesses and customers with back-due accounts and notifying them by mail, email or telephone. Negotiating repayment plans and maintaining electronic account and collection records. Provide delinquent customers with credit guidance or referrals to professional debt counselors; also forward statements of those who remain in arrears to the original creditors for possible legal action. Bill collectors typically work for call centers and have daily, weekly or monthly productivity targets.

Customer Service Representative

Quality Technology - Falls Church, VA
September 2014 to December 2014

Contract position.

Tier Two Helpdesk Customer Service Representative (CSR) will provide customer service on multiple health insurance exchange applications and systems in the production, implementation, deployment and maintenance phases. The CSR will work with customers via phone and/or email on a daily basis to understand research, escalate and/or resolve their inquiries.

Customer Service Representative

ACS/ Xerox Company - Raleigh, NC

December 2011 to March 2012

Facilitate customer service calls that are not "scripted" and require Inbound with customers in a low or non-structured manner to obtain/convey information, or capture information correctly. Excellent customer service skills; ability to handle stress and act tactfully with customers and coworkers. Receive and terminate calls using company computer and telephonic equipment. Frequent judgment, reasoning, patience, and negotiation when interacting with customers, clients and coworkers. Input information into a computer system while speaking on the phone. Active on telephone system for 95% of scheduled shift.

Sales Associate

JCPenney - Hyattsville, MD

November 2009 to December 2011

Providing exceptional customer service. Assisting guests with finding merchandise. Stocking and organizing product on the sales floor. Ringing up purchases, and handling returns and other discrepancies.

Education

Associate in Medical Billing & Coding

Career Technical Institute - Washington, DC

August 2012 to June 2014

High school diploma

WMST Public Charter High School - Washington, DC

August 2005 to June 2009

Skills

- CPT Coding
- ICD-10
- ICD-9
- Medical Billing
- Medical Coding
- Medical Receptionist
- Medical Records
- Knowledge of HIPAA, OSHA and EPA rules and regulations
- Skilled in the use of Medisoft billing software
- Knowledge of Medical Health Insurance Processing
- Business Etiquette
- Knowledge of Medical Ethics and Law
- Electronic mailing system ability
- Superior Customer Service Skills

- Proficient with Microsoft Office
- Typing 35-40WPM approximately
- Medical Terminology
- Medical Office Experience
- Accounting
- Medical Scheduling
- Knowledge on Linux and MySQL (software)
- Excellent Verbal and Written Communication
- ICD Coding
- Help Desk
- Insurance Verification
- Anatomy Knowledge
- Data entry
- Customer service