

Angela Richardson

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PROFESSIONAL SUMMARY

Seasoned professional offering over 20 years-experience in managing accounting processes, improving controls and strengthening systems for optimal performance. In-depth knowledge of healthcare management and patient treatment. Proficient in all aspects of accounting, including accounts payable and receivable, budget administration and payroll. Gifted in building solid teams to handle operations with consistency and full compliance with regulatory requirements.

WORK HISTORY

Chesapeake & Washington Heart Care - Revenue Cycle Manager, PC, 10/2016 - Current

- Oversaw billing accounts and resolved revenue cycle problems by supervising billing teams managing accounts, communications with insurance, collections, contract analysis, cash posting, billing transactions with clients, report creation, and provider insurance credentialing.
- Assessed revenue cycle procedures and implemented improvements to foster efficiency by establishing and enforcing internal controls, workflows and policies for tracking, reconciling and reporting on accounting activities.
- Performed routine closings, maintained clean, accurate and accessible records and kept close eye on transaction updates throughout each quarter.

Comprehensive Physician Resources Inc - Medical Billing Account Manager, Lorton, VA, 01/2011 - 10/2016

- Managed large orthopedic practice and supervised team of 10 employees by offering trainings on multiple medical billing programs, assigning tasks, assessing performance indicators, and addressing complaints.
- Ensured updating demographics for 300+ patients, filed claims, collaborated with insurance companies to follow-up on outstanding amounts and pre-authorizations for patient testing.
- Reviewed patient records and appeals through platforms like Avality, Phreesia; identified medical codes, created invoices, used insurance
- Maintained accuracy of accounts, resolved incorrect payments and EOB rejections, ensured payments are fully collected, provided insightful feedback, and monitored edits/rejection reports for various practices.

TECHNICAL SKILLS

- Customer Accounts Management
- Staff Recruitment and Hiring
- Cost Data Analysis
- Patient Billing
- Electronic Document Management System
- Business Relationship Management
- Management of Financial Resources
- Operational Reporting
- Revenue Cycle Management
- Employee Training Oversight
- Durable Medical Equipment
- HIPAA Compliance, ICD-10/CPT Knowledge, HCPC, HMO, PPO, Medicare, Medicaid, BCBS

SOFT SKILLS

- Excellent Verbal & Written Communication
- Multitasking
- Prioritization
- Time Management
- Team Leadership
- Results-Oriented
- Project Coordination
- Complex Problem-Solving
- Attention to Detail
- Accuracy
- Analytical Thinking
- Strong Organization
- People-Centric
- Highly Reliable

Greater Metropolitan Orthopedics - Medical Billing Operations Manager / EDI Specialist / Workers Comp Rep

Washington, DC, 2003 - 2011

- Managed orthopedic practice, while supervising team of 20 employees; as well as managed centralized billing department for 5 clinics and 16 staff members by supervising medical billing process, including patient registration, charge and receipt entry.
- Improved accuracy of data entry, charge capture and office communication, recruited and onboarded new personnel, and provided trainings to improve team performance.
- Prepared monthly financial reports and data analysis, assisted with transition to new computer billing system, performed patient and insurance payments for maximum reimbursement, and coordinated insurance grievances and appeals.
- Investigated denied reimbursements claims, targeted problematic payers and accounts, implemented solutions, and reduced accounts receivable for the practice.

George Washington University Medical Faculty Associates - Financial Counselor / Patient Account Representative II

Washington, DC, 2001 - 2003

- Managed various physician, specialist and hospital-based accounts, generated weekly delinquent account reports, ensured payment eligibility and verification by liaising with insurance companies and reviewed EOB's for reimbursement.
- Prepared monthly payment plans for self-sponsors and commercial insurance patients based on income and "MFA" policy, settled patient billing disputes, and assisted with daily phone calls and email inquiries.
- Resolved appealed, rejected, unpaid and denied claims by resubmitting proper and current ICD-9, CPT codes and medical, compiled records based on HIPAA regulation.
- Processed refunds for insurance companies and patients, prepared statements and itemized bills, posted and adjusted payments, followed up on workers' compensation, and updated accurate registration information.

IAM National Pension Fund - Pension Processor

Washington, 2000 - 2001

- Accurately calculated pension benefits based on pension fund policies and records, including IRS, ERISA and REA rules and codes, determining pension eligibility based on employment history & union membership.

SOFTWARE SKILLS

- Mysis Tiger
 - Allscripts PM
 - Allscripts EHR
 - Availity
 - Realmed
 - Medical Manager
 - Presentations
 - MS Excel
 - MS Word
 - Medic/CBSI/ IDX
 - Medical Logician
 - Encoder Pro/Codex
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EDUCATION

Prince George's Community College

Billing Specialist
Largo, MD

Western School of Health and Business Careers

Medical Assistant
Medical Billing and Coding
Pittsburgh, PA

Urban League of Pittsburg

Developmental Skills
Pittsburgh, PA

- Handled basic accounting and book keeping, maintained correspondence using both computed and microfilm/microfiche documentation.
- Handled telephone calls from pensioners, accommodated requests based on individual retirement situation, and reviewed pension applications.

Washington Primary Care - Medical Billing / Collection

Assistant, Washington, 1994 - 2000

- Maintained and filed accurate collections reports, handled accounts receivable and posting of incoming payments, and assisted patients in reviewing the explanation of benefits correspondence.
- Performed daily invoicing and book keeping functions using appropriate ICD-9/CPT to include the collection of cash payments, posting and balancing daily sheets of transaction.
- Prepared claims for submission to insurance companies, and posted charges by using appropriate ICD-9 CPT codes, as well as obtained, updated and recorded current demographic and insurance information for each patient's visit.

Washington Radiology Associates - Medical Assistant

Washington, DC, 1988 - 1994

- Obtained patients' insurance demographics and medical history, collected payments for services rendered, and answered phone calls.
- Assisted physicians with ultrasound and radiology procedures as requested, while applying safety standards.