

CRISTINA J. BUTLER

2110 W 2350 S West Haven, Ut 84401 | cjbutler355@gmail.com | 801-332-0308

Objective: To be part of a company I can effectively utilize my experience in Customer Service and medical billing to make a positive contribution to my work atmosphere.

Skills & Abilities:

- Good analytical and objective skills
- High attention to detail
- Consistently top performer on my team
- Type 60+ wpm
- Strong interpersonal and communication skills
- Motivated to learn and quickly adapt to new work environments
- Team player
- Good decision making skills
- Computer & internet proficient
- 25 years experience in the medical field
- Meet productivity and quality standards consistently
- Ability to maintain highest level of quality and communicate issues

Experience:

Intermountain Healthcare | January 1993-June 2018

Patient Service Representative-Patient Account Representative

- Work effectively with various insurance companies regarding patient accounts and services
- Provide effective billing problem solving and maintenance of financial computer records for patients
- Responsible for maintaining patient accounts
- Proactively fix claim rejection errors and resubmit claims based on payer requirements
- Appeal denied claims with insurance companies to obtain additional payment if applicable
- Make appropriate adjustments on patient accounts according to the EOB (explanation of benefits)
- Verify insurance eligibility
- Answer questions and assist patients in regard to billing issues as needed
- Outgoing calls to insurance companies on behalf of the patient/billing facility
- Collect patient payments
- Obtain pre authorizations for medical procedures (CT scans, MRI, in office procedures etc..)
- Identify and resolve claim edits
- Initiate contact and respond to inquiries from various external sources
- Maintain confidentiality of all information under HIPPA guidelines
- Work billing reports consistently & efficiently
- Comply with all government and third-party payers regulatory mandated requirements

R1 RCM | June 2018 to present

Intermountain Healthcare restructured /partnered with R1 RM moving my department to R1 RCM. My job duties/title all stayed the same.

EDUCATION:

Graduate of Roy High School Roy, Ut

REFERENCES:

Challis Watkins - Intermountain Healthcare Management 801-668-5613

Hope Tangaro - R1 RCM OP Manager 801-205-3263

Jennifer Connor - former co worker 801-499-9361