

Lydia Dabney

Personal Statement

Dynamic self-starting billing professional, who possess excellent people skills, as well as being a team player with a proven track record of success and passion for billing and administration. Six years of experience in working with a Behavioral Health Agency that treats client's with behavioral and mental health diagnosis. Consistently meets and exceeds all objectives. Strong decision -making skills, along with written and oral communication skills with a capacity to grasp technical details.

Experience

Moore Counseling & Mediation Services inc. June 2013-Present

JUNE 2013 - AUGUST 2014 |RECEPTIONIST|

- General Office Duties: Handled inbound/ outbound calls, Schedule Appointments, Greet clients and Faculty, Collect Payments, Filing, Preparing Charts, Maintain supplies

AUGUST 2014- OCTOBER 2015 |INTAKE SPECIALIST|

- Supervise and organize all Administrative Staff, assist with all Administrative Duties, Schedule clients for appointments, oversee administrative duties of clinical staff, Manage Administrative schedules, Oversee and bill for all offices. Check client's insurance benefits via phone, online and portals, inform client's of co-pays ad deductibles, communicated with third party billing company, created daily, weekly, monthly reports for revenue cycles

OCTOBER 2015- PRESENT |BILLING MANAGER|

- Created a billing department for agency
- Implement process and procedures for Billing Department
- Communicate with clients about benefits, set self-pay rates services
- Maintain client billing charts, by filing, data entering and updating Electronic Medical Records
- Communicated via phone, email and fax with Managed Care Companies about client's benefits, Prior Authorizations, Claim status
- Investigates and respond to claims issues and problems to support programming
- Supervise ad Organizes all billing Staff, Trained and update billing staff quarterly on changes happening with billing processes and procedures; including code ad rate changes, review and process all claims for all insurances; including Medicaid and Medicare
- Conduct weekly, monthly meeting for billing staff
- Assist new and current employee's with National Provider Registration and Provider credentialing with Managed care companies
- Tracked and renewed credentialing for agency

Education

ASSOCIATES OF ARTS | AUGUST 2020 | LAKELAND COMMUNITY COLLEGE

- Major: Business Administrative

ASSOCIATES OF APPLIED SCIENCE | MAY 2020 | LAKELAND COMMUNITY COLLEGE

- Major: Criminal Justice

HIGH SCHOOL DIPLOMA | JUNE 2000 | BEACHWOOD HIGH SCHOOL

- Major: General Studies

Skills & Abilities

- All Administrative Skills/Duties – Strong Interpersonal Skills - Professional customer services skills - Technically Incline (Microsoft Office, Access, Word, Excel, Email, Fax, Outlook, Windows) – Data Entry – Medical Billing – Claims processing and tracking – Understand US Health Insurance Portability and Accountability Act {HIPAA } Guidelines – Understand Prompt Pay Insurance Laws- CPT coding – H Codes – HICFA 1500 forms- Knowledge of Electronic Medical Records – 837 files – EFT payments- Behavioral Health Re-Design – Contracting – Benefit Verification

References

Furnished upon request