

Kristina Palmer

Concrete, WA 98237
k.palmer3@outlook.com

Objective

To retain my position on the Western BCA board to contribute on a higher level to the growth and prosperity of the sport of billiards and provide a voice for the players.

Work Experience

Medical Business Office Manager

9/2012 - Present

Nooksack Indian Tribe, Everson, WA

- Providing management and training to billing department and providers to maximize accuracy, compliance, and reimbursements, reporting up to date changing billing regulations, creating and maintaining detailed spreadsheets on every aspect of the revenue cycle, established a new in-house billing and filing system for medical, dental, chemical dependency and behavioral health departments, developing processes and procedures for a wide range of activities, evaluating staff levels and hiring new staff, creating and maintaining appropriate staffing schedules, resolving elevated and top level client concerns and complaints, performing employee evaluations and providing disciplinary corrections when necessary, reviewing claims for accuracy, submitting claims with Medisoft through clearinghouse and ProviderOne, applying electronic and paper remits to reconcile claims, working aging reports, preparing and presenting daily, weekly and quarterly reports to the CFO and council, attending ICD-10 and ACA introduction classes, participating in the Washington State HCA billing workshops, monthly Tribal meetings, working with insurance companies and MCOs, identifying areas of underbilling and resolving conflicts between Tribal members and insurance representatives and outside providers

Billing Manager

3/2018 – 8/2023

Bellingham Osteopathic Center, Bellingham, WA

- Working from home, providing all aspects of billing for services rendered including verifying insurances, assigning diagnosis codes on claims, creating claims, submitting claims to the insurance companies, processing appeals and denials, assigning copays, educating clients on their rights and responsibilities, training front desk staff on patient relations, composing and presenting reports as requested, working with referrals

Accounts Receivable / Billing / Coding

5/2011 – 3/2012

Grace Care LLC, Saint Leonard, MD

- Handled incoming payments from patients and insurance companies including large EOBs using Medisoft, billed insurance companies, verified insurances, applied payments to specific charges in accounts, answered telephone, added and removed codes and charges in account when necessary, verified with hospital products prescribed to patient, interpreted orders written by doctors and assistants, coded and entered new diagnosis in patient accounts, dealt directly with insurance companies to determine reason for delay in payment and solved accordingly, established connections with lawyers and HR departments to work with workman's compensation cases, assisted customers in establishing and maintaining payment plan, handled frustrated or upset customers, performed collection calls to patients and researched their information online if invalid contact information

Front Desk / Receptionist

11/2009 – 5/2011

Alexander Chiropractic Center, Solomons, MD

- Scheduled patients according to treatment plan, maintained a tight schedule of new and existing patient appointments using Eclipse, verified insurance benefits and entered received information into computer system, obtained new and existing patient personal information to keep system updated, maintained integrity and

accuracy of charts and electronic records, answered phones, checked patients in and out of the office, researched new methods of treatments to present to manager when requested, verified and submitted insurance claims, processing payments, prepared deposits, requested reports from other medical facilities, ensured HIPAA compliance, recruited and educated new patients on our office and services, proof read advertisements and flyers, assisted doctors in administering health screenings in the community, trained new employees

Office Manager

8/2005 – 7/2009 Wayson's Landholding, Lexington Park & Prince Frederick, MD

- Performed collections, followed up by mail and phone on quotes, assigned rental units, dispatched trucks, shipping and receiving, answered telephones, prepared deposits, organized detailed appointment schedule, opened and closed the office, applied payments using SiteLink, created and distributed invoices, maintained inventory, made reservations, created and presented reports, traveled around the district to train employees on various software, performed background checks on prospective employees

Education and Certifications

University of Phoenix, online

- Bachelors in Health Care Administration
- ICD-10 introduction classes

CPR and First Aid Certified

HIPAA Certificate

Computer Proficiency

- Microsoft Office including Word, Excel, PowerPoint, Outlook, Medisoft, ProviderOne, One HealthPort, NPPES, Medicare I&A, Health Fusion, MediTouch, Eclipse, Chirotouch,, Availity, various government and insurance company websites

Languages

- American Sign Language (Conversational)
- English (Fluent - Full Knowledge)
- Spanish (Conversational - Limited)
- Signing Exact English (SEE) (Conversational - Advanced)

References & Letters of Recommendation

Available upon request

Additional Info

I excel in a team environment and am also very self-motivated. I have been running BCA leagues for several years and have experience with planning and running tournaments.