Amy Torres

Medical Billing Specialist

Certified Professional Biller with 6 years of experience in clinic-based medical billing, coding verification, and patient account resolution across multi-specialty and family practice settings. Recovered $36,170 in overpayment refunds by auditing 14 months of remittance records against payer contracts. Bills 174 patients monthly, resolves an average of 137 patient billing inquiries per month, and has overturned 31 denied claims in a single quarter through documented appeal letters.

Contact Information

(360) 555-0111

teodora.ghosh@example.com

Anacortes, WA 12345

Education

Certificate in Medical Billing and Coding
Skagit Valley College, Mount Vernon, WA
2018 – 2020

Key Skills

- ICD-10 and CPT Coding
- HCPCS Coding
- eClinicalWorks
- Epic
- HIPAA Compliance
- Medicare and Medicaid Guidelines
- Denial Management and Appeals
- Payment Posting and Reconciliation
- Microsoft Excel
- Insurance Eligibility Verification

Professional Experience

Medical Billing Specialist | Skagit Bluff Medical Group, Anacortes, WA
2023 – Present

- Bill 174 patients monthly across orthopedic and internal medicine departments, verifying ICD-10 and CPT codes in eClinicalWorks before submission.
- Recovered $36,170 in overpayment refunds during 2025 by auditing 14 months of remittance records against payer contracts.
- Respond to an average of 137 patient billing inquiries per month, resolving balance disputes and payment plan requests within 2 business days.
- Researched and recovered $8,920 in patient credit balances by reconciling 11 months of closed accounts against insurance remittance files.

Medical Billing Associate | Fidalgo Creek Family Practice, Burlington, WA
2021 – 2023

- Billed 138 patients monthly for a 9-physician family practice, entering charges and posting payments in Epic within 24 hours of service.
- Recovered $19,610 in refunds over 18 months by identifying duplicate payments and coordinating with Medicare and commercial payers.
- Fielded 94 patient billing inquiries per month, explaining statement line items and updating demographic records in the EHR.
- Drafted denial appeal letters with supporting documentation, overturning 31 denied claims in a single quarter.

Billing Clerk | Cascade Sound Urgent Care, Mount Vernon, WA
2020 – 2021

- Entered charges for 96 patients monthly, coding urgent care visits with CPT and HCPCS codes and verifying insurance eligibility before submission.
- Addressed 63 patient billing inquiries per month, collecting copays and setting up payment arrangements averaging $87 per plan.
- Reconciled daily deposit reports against posted payments, resolving discrepancies within 48 hours.

Certifications

- Certified Professional Biller, AAPC, 2021