(307) 555-0132 | mirela.suarez@example.com | Lander, WY 12345

William Thompson

Lead Medical Biller

Certified Billing and Coding Specialist with 12 years of experience in medical billing, claims auditing, and staff supervision across multi-payer outpatient settings. Increased payer reimbursement by 13.72% by auditing undercoded evaluation and management encounters and resubmitting corrected claims to Medicare and commercial insurers. Supervised and trained billing teams using Epic and eClinicalWorks, raising claim approval rates to 96.8% through weekly quality reviews.

EDUCATION

A.S., Health Science

Casper College
Casper, WY | 2012 – 2014

KEY SKILLS

- ICD-10 and CPT Coding
- HCPCS Coding
- Epic
- eClinicalWorks
- Microsoft Excel
- HIPAA Compliance
- Medicare and Medicaid Guidelines
- Denial Management
- Claims Auditing
- Staff Training and Supervision

PROFESSIONAL EXPERIENCE

Lead Medical Biller | Sweetwater Ridge Medical Group, Lander, WY,
2020 – Present

- Increased payer reimbursement by 13.72% over 18 months by auditing undercoded evaluation and management encounters and resubmitting corrected claims to Medicare and commercial insurers.
- Supervised 8 billers handling charge entry, payment posting, and denial follow-up, conducting weekly quality reviews that raised the team claim approval rate from 78.3% to 96.8%.
- Trained 6 new billers on ICD-10 and CPT coding workflows in Epic, bringing each hire to full productivity within 23 days.
- Led quarterly internal audits of HIPAA compliance and charge-capture accuracy, documenting findings in Microsoft Excel and presenting corrective action plans to practice leadership.

Senior Medical Biller | Pronghorn Valley Health Associates, Riverton, WY,
2017 – 2020

- Improved claim approval rate from 71.4% to 93.7% by standardizing pre-submission coding checks and payer-specific modifier requirements across 4 departments.
- Trained 4 billers on eClinicalWorks charge-entry procedures and denial resolution steps, reducing average rework turnaround from 9 days to 3 days.
- Boosted reimbursement by 11.23% for orthopedic services by correcting 143 modifier-assignment errors over a 10-month coding review cycle.

Medical Biller | North Fork Prairie Medical Clinic, Cody, WY,
2014 – 2017

- Verified ICD-10, CPT, and HCPCS codes on outpatient encounters and submitted electronic claims to Medicare, Medicaid, and 7 commercial payers within 24 hours of service.
- Raised the claim approval rate from 64% to 82% during the first year by cross-referencing payer fee schedules with billed amounts before submission.
- Mentored 3 junior billers on HIPAA privacy rules and payment posting procedures, cutting onboarding time from 6 weeks to 19 days.

CERTIFICATIONS

- Certified Billing and Coding Specialist, National Healthcareer Association, 2015