

Michelle Anderson

Administrative Operations Manager

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Skills

- Virtual meeting software including **Zoom** and **Google Meet**.
- Microsoft Office Suite; **Word**, **PowerPoint**, **Access**, and **Excel**.
- **QuickBooks** Online for payment reporting and tracking.
- Accounts Payable (**A/P**), Accounts Receivable (**A/R**).
- Electronic Health Records (**EHR**), Electronic Medical Records (**EMR**) software for patient management.
- **Internet research** for **trademark** and **patent infringement**.
- **Human resources** applicant screening, and new-hire **orientation**.
- **Background checks** for potential new **hires** enhanced with online background companies.
- Implementing Federal and State laws and regulations for insurance billing and **HIPAA compliance**.
- Developing office **records** and **filing systems** to be organized and easily accessible.
- Calendaring and scheduling software including **Zoho**, and **Google Calendar**, for; patients, practitioners, and internal messaging.
- Procedure coding **HCPCS**, diagnosis **ICD-9/ICD-10**, and modifier sets.
- Customer service; **scheduling appointments**, collecting **demographics**, and providing care information.
- International **shipping** including; USPS, FedEx, UPS, and DHL.
- **Active listening** to determine meaning and establish trust.
- **Data analysis** using Python.

PastMax

October 2021-Present

Remote

Software Development and Consulting

- Bookkeeping with **QuickBooks**, **Excel**, and proprietary database software, assuring accuracy and efficiency.
- **Data entry** of orders, client lists, and updating **fee schedules**.
- **Project manager** for the more complex clients.
- Answering email, distributing phone messages, and providing information on services.
- Billing clients per contractual obligations.
- Internet research to determine most used, popular, and newest software languages.
- Backup customer service phone.

Ortho Rehab Designs/Helios Bracing

April 1996-March 2020

Las Vegas, NV

Orthopedic bracing and artificial limbs fabrication and fitting

Multiple Positions

Administrative Assistant

- Performed day-to-day operations of two medical businesses, including scheduling, supplies procurement, and **employee training**, Reduced costs 10% by implementing new procurement procedures. Ensured that all departments followed established guidelines to provide important medical care efficiently, resulting in a 15% increase in patients serviced.
- Increased new-patient numbers by 10% by optimizing business operations and marketing strategies.
- Performed new employee **on-boarding** including; contact, taxes, and payroll paperwork, and orientation on patient privacy practices.
- Coordinated schedules and **appointments** to ensure the most efficient use of office time.
- **Marketed** the business by designing business cards, brochures, developing content for **website** and **social media** use, and designing **PowerPoint** presentations for use in symposiums and professional meetings.

Bookkeeping

- **Double-entry** general ledger posting charges and payments received over the phone, email, bulk insurance, and in-person.
- **Write-off** balances and adjustments to the general ledger and practice software.
- Tracked **invoices** and verified purchase order to payment receipt.
- Created **financial reports** for distribution to C-Suite and outside tax accountants.
- Prepared and submitted **Sales/Use tax** forms using the State web portal.

Health Insurance

- Billed **Medicare**, **Medicaid**, HMO, PPO, Indemnity, Worker's Compensation, and Hospitals, using multiple Electronic Medical Records (**EMR**) and Electronic Health Records (**EHR**) systems, and internal and external insurance company portals.
- Procedure coding **HCPCS**, diagnosis coding **ICD-9/ICD-10**, and modifier sets.
- **Eligibility verification** using web portals and by phone to ensure that services are covered and patients can be reimbursed for the services provided.
- Provided patients with their **coverage information**; co-pay, deductible, and their share of cost.

Data Entry

- **Payment** processing received over the phone, online, and in-person, posting to the general ledger and Electronic Health Records (**EHR**) software, assuring medical records are up-to-date and accurate.
- **Verbatim dictation transcription** for medical record office visits from both mp3 **audio** files sent electronically, and dictaphone tape voice recorder with foot pedal and headphones.
- **Alpha-numeric** fee schedule creation and maintenance with; charges, amounts payable, procedure codes, and descriptions.

Project Management

- Created **marketing materials**; business cards, brochures, and **website** content that is geared toward the target demographic, making it easy for patients to read, understand, and schedule their medical care.
- Collaborated with other departments to determine content for website **design**; collecting photographs, video, and creating the **written content** that clearly explains what we did.
- Developed long-term goals for **contracting** with health insurance companies, and canceling contracts when necessary. This put the business in a position to become more profitable by determining the fees accepted by being in-network or out-of-network.

Customer Service

- **Professional** demeanor over the **phone**, **video** calls, and by **email**, to ensure a great experience.
- Maintained trusting relationships with customers and colleagues ensuring that communication was accurate and concise.
- Determined urgency, and set goals, to ensure standards and guidelines were being followed.
- Provided the general public, physicians, hospitals, physical therapists, and specialty groups with **information** on the types of **medical appliances** provided, and the procedures to obtain them.