

# MICHELLE ANDERSON

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Las Vegas, NV

**PastMax**  
*Bookkeeper/Administrative Assistant*

*October 2021-Present*  
Remote

## Bookkeeper

- **Financial Accounting:** Ensure financial precision through timely bank reconciliations and comprehensive reporting. Utilize QuickBooks, and proprietary software, to streamline processes and generate actionable financial insights.
- **Revenue Cycle Management:** Enhance cash flow by overseeing Accounts Payable (A/P), and implementing effective billing procedures. Processing receivable (A/R) payments to ensure accurate posting to accounts, and follow-up as needed.

## Administrative Support

- **Process Improvement:** Partner with the software development team to automate accounting and administrative tasks, boosting operational efficiency and productivity. Independently improve software capabilities using Python, JavaScript, CSS, and HTML, to drive ongoing process enhancements.

**Ortho Rehab Designs/Helios Bracing**  
*Administrative Assistant*

*April 1996-March 2020*  
*Las Vegas, NV*

## Administrative Support

- **Scheduling and Organization:** Enhanced appointment scheduling via phone and digital platforms, ensuring timely patient care and optimal resource allocation.
- **Records Management:** Developed and managed secure, compliant, filing systems for patient, financial, and legal records, facilitating efficient retrieval and data accessibility.
- **Human Resources:** Delivered comprehensive HR support, including managing employee records, providing HIPAA training, and ensured adherence to legal regulations.

## Credentialing and Compliance

- **Credentialing:** Streamlined credentialing processes to maximize provider network participation through timely and accurate application submissions. Ensured regulatory compliance by verifying credentialing documents and criteria, expediting inclusion with health insurance companies, Medicare, Medicaid, TPAs, and hospitals.

- **Contract Management:** Ensured adherence to contract guidelines for billing, and termination processes, to maintain legal and financial compliance. Reviewed, updated, and validated NPPES and CAQH documentation for completeness and accuracy.
- **Payment Verification:** Reviewed payments from health insurance companies for accuracy, ensuring compliance with contracted fee schedules.

## Revenue Cycle Management

- **Patient Registration and Claims:** Managed patient registration and pre-authorization for orthotic and prosthetic devices (DMEPOS). Efficiently processed medical claims, coding HCPCS, ICD-9/10, modifiers, and submissions.
- **Denials Management:** Successfully recovered revenue through expert management of denials, appeals, and Administrative Law Judge (ALJ) processes.

## Financial Management

- **Accounting and Reporting:** Maintained accurate financial records through double-entry accounting practices, and efficient data entry. Produced detailed financial reports for internal and external stakeholders.
- **Payment Processing:** Accurately processed and reconciled various payment types including; insurance, credit card, FHA, and CareCredit, optimizing financial accuracy.

## Data Management

- **Database Management:** Developed and maintained accurate databases for patient, financial, operational, and supply information, improving efficiency and data accessibility.
- **Revenue Cycle Optimization:** Enhanced revenue cycle performance by maintaining accurate patient and benefits information within the EHR/EMR systems.
- **Supply Chain Support:** Optimized supply chain operations through effective database management and vendor communication.

## Receptionist/Customer Service

- **Communication:** Scheduled patient appointments via phone and electronic systems; collected demographic and prescription details.
- **Financial Management:** Facilitated patient check-ins/outs, managed payment collections, including co-pays, and provided clear instructions on usage to patients.
- **Patient Relations:** Fostered and maintained strong patient relationships by providing exceptional customer service, and effectively addressing a diverse range of global inquiries.