

LEAH SEES
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PROFILE

Motivated, personable business professional with a 25-year track record of medical revenue cycle management, including 11 years of small business ownership. Places great importance on continuing education. Talent for quickly mastering technology – performs all IT tasks for the business and quickly masters client software. Diplomatic and tactful with professionals and nonprofessionals at all levels. Accustomed to handling sensitive, confidential records and remaining compliant with multiple levels of regulation. Demonstrated history of producing accurate, timely reports for clients.

Flexible and versatile -- Thrive in deadline-driven environments.

SKILLS SUMMARY

- Project Management for New Providers setting up Back Office or moving billing in-house
- Medical Coding/ Billing
- *Efficient* follow-up skills
- Training
- Computer Savvy
- Written Correspondence
- Customer Service
- Denial Management
- Rejection Mitigation
- Appeals Management
- CMS1500 and UB04
- Accounting/Bookkeeping
- Front-Office Operations
- Report Preparation
- Professional Presentations
- ICD9&10/CPT4/HCPCS
- 5010 Denial Codes
- Success in invoking ERISA to overturn denials
- Numerous billing and EMR software

SPECIALTY/PROVIDER TYPE

- DME
- MH-LPC, LCSW, PhD, MD
- PT/OT/SLP/CORF
- IDTF-Sono and LFT
- Family Practice
- HHA/Hospice
- Inpatient
- Plastics
- Transport
- Dialysis Facility
- Neurology incl Botox
- Audiology
- CDE/Dietitian
- Radiology

PROFESSIONAL EXPERIENCE

Communication: Reports/Presentations/Technology

- Prepare complex reports for clients, ensuring financial picture of practice is represented and understood.
- Extensively author professional correspondence to clients and their patients, and third-party payers regarding account status, claims appeals, collections and general business.
- Perform all aspects of revenue cycle management within complicated regulatory environment.
- Ensure documentation for all transactions is received and maintained in compliance with regulatory environment, as well as maintaining correspondence documentation of communications with clients, patients, and third-parties.
- Communicate medical concepts, insurance concepts, and accounting concepts to patients using layman's terms to facilitate understanding.
- Communicate work-flow concepts, work roles concepts, insurance concepts, and accounting concepts to clients using layman's terms to facilitate understanding.
- Rapidly learn and master varied computer programs, both in-house administrative software and client EHR and Practice Management software.

Customer Service/Problem Solving

- Oversee all operations and provide impeccable customer service.
- Ensure clients are educated on preventing/curing issues that affect billing
- Communicate status of accounts regularly
- Develop and implement sound third-party billing plan for practices
 - Especially skilled at getting claims paid that had been previously written off as "hopeless", often by knowing it's to be billed to patient, invoking ERISA, etc.
 - Thoroughly read and understand explanations of benefits and consult with payers.
 - Thoroughly study Summary Plan Document for coverage verification and appeals processes
- Denial/rejection management – proactive instead of reactive when possible

Detail Mastery & Organization

- Manage all aspects of day-to-day operations:
 - Manage claim status information for each claim billed for each client
 - Compare medical record to billing record to ensure compliance, and manage documentation receipt, storage, and retrieval to support billing record.
 - Compliance with all regulatory agencies
- Work efficiently via use of insurance communications received and payer/clearinghouse/partner website tools provided to allow greater productivity, cutting down vastly on time-consuming follow-up work in general and telephone work in particular

COMPUTER SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Remote Connections
- Numerous Medical Billing Software
- Several Medical Record Software
- Document Storage and Retrieval/Paperless Office
- FTP

EMPLOYMENT HISTORY

TAYLOR CONSULTING AND BILLING – Euless, TX
Owner/Operator, 2004 to Present

SOUTH ARLINGTON DIALYSIS CENTER – Arlington, TX
Billing Manager, 2001 to 2005

EDUCATION

TEXAS WOMAN'S UNIVERSITY – Denton, TX 1988-1990
UNIVERSITY OF TEXAS AT ARLINGTON – Arlington, TX 1976-1980

OTHER

MID-CITIES COMMUNITY CATS – Founder and President of 501(c)3 advocating for humane management of feral and stray cat colonies, 2014-present
PANTHER CITY FERAL CAT COALITION – Advisory Board, 2016