

AMANDA ROBERTS

Healthcare Billing Specialist



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amanda.roberts@gmail.com



Chicago, IL, United States

Education

University of Illinois at Chicago

2015 - 2019

United States, IL


American Academy of Professional Coders


June 2021


American Medical Billing Association


March 2020


Skills

Advanced knowledge of ICD-10, CPT, and HCPCS coding 

Insurance verification and claim submission (Medicare, Medicaid, Blue Cross, etc.) 

Proficient in billing software (Epic, Kareo, AdvancedMD) 

Medical terminology and healthcare laws (HIPAA, ACA) 

Strong attention to detail and accuracy in billing 

Professional summary

Experienced and detail-oriented Billing Specialist with over 6 years of experience in processing medical insurance claims and ensuring compliance with healthcare regulations. Expertise in ICD-10, CPT coding, and payer guidelines to improve reimbursement rates and reduce claim denials.

Experience

Northwestern Memorial HealthCare

June 2020 - Now

United States, Chicago, IL

Senior Healthcare Billing Specialist

- Process and submit over 300 claims daily for inpatient and outpatient services, reducing claim rejections by 15% through careful attention to payer guidelines and accurate coding.
- Reconcile and review patient accounts, ensuring all charges are accurately billed and payments collected.
- Collaborate with medical staff to review treatment codes and ensure proper documentation, leading to a 10% increase in reimbursement rates.
- Provide training to junior billing specialists on claim submission processes, insurance verifications, and coding best practices.

Rush University Medical Center

August 2019 - May 2020

United States, Chicago, IL

Healthcare Billing Specialist

- Managed insurance claim submissions to Medicare, Medicaid, and private payers, achieving a 98% first-pass approval rate.
- Followed up on unpaid claims, reducing outstanding accounts receivable by 20% in the first year of employment.
- Worked with patients and insurance representatives to resolve billing discrepancies and ensure accurate patient statements.
- Assisted in monthly and quarterly audits to ensure compliance with healthcare laws, including HIPAA and the Affordable Care Act.