

Quintavious Stephens

Powder Springs, GA 30127

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Willing to relocate: Anywhere

Work Experience

Team Lead Quality Assurance Analyst

Home Health Care February 2024 - Present

- Serving meals and assisting with feeding.
- Providing oral hygiene and personal care.
- Assisting with positioning and repositioning patients.
- Answering patient calls and determining how best to help them.
- Updating electronic health records and charts.
- Cleaning rooms and bed linens.
- Stocking supplies.
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Mirra Health Care-Remote September 2022 to February 2024

- Manage and Create Team meetings.
- Discuss future goals with Team.
- Reporting findings to the development team
- Handling Copay Issues
- Getting Prior Authorizations via payors
- Outlining and driving improvements
- Tracking progress on issue resolutions
- Processing of Medicare enrollments, disenrollments, cancellations, social manual application and other data entry as required. • Applies CMS rules and reviews CMS system(s) to make eligibility determinations. • Using FACET to process claims.

Sr. Financial Analyst

Kindred at Home-Atlanta, GA March 2022 to March 2023

- Works with the Engagement Center and Patient Service Representatives to verify proper insurance coverage.
- Using Salesforce, SAP and ERP software tools
- Makes calls TO patients daily to facilitate collectability and resolve insurance issues
- Takes patient calls regarding billing questions and resolves disputes
- Submit past-due unresponsive patient balances to the collection agency
- Review the explanation of benefits (EOB) for patterns of rejected claims, then scan paper records into EMR
- Create, assign, and close work request tickets using ServiceNow Ticketing Software
- Using FACET to process claim.
- Achieved an 80% call resolution rate
- Work with outside billing agencies to resolve billing issues
- Help desk ticketing system (Service Now) for working tickets and managing priorities
- Record patient payments into EMR
- On Call Collaborated with medical staff and other departments to coordinate patient care and services.

Sr Financial Advisor

Phoebe-Albany-GA

- Using Salesforce, SAP to assist patient account payables and billig payables
- Accurately obtains all patient demographic, insurance, and HIPAA information
- Verifies and scans Insurance, IDs, updated Demographics, Addresses, Emails, and other patient information
- Monitors arrival of patients and communicates any cancellations, delays, or other problems to the facility Management Team as they arise
- Collects co-pay, deductible, and outstanding balance payments from patients and posts same.
- Utilized ServiceNow as primary ticketing system, routed trouble tickets to respective departments, resolved when needed, escalated when necessary or requested.
- Issues receipts accordingly
- Notifies patients of any changes in arrive time should surgery/appointment times change due to delays, cancellations, etc.
- Answers telephone and directs calls to appropriate area within the facility
- Assists in scanning all documentation into various computer systems to maintain accurate files · FMLA
- Using FACET to process claims.
- Worker's Comp

Medicare Enrollment Specialist

Wipro Limited-Albany, GA
August 2021 to January 2022

- Provide client engagement and support activities for Medicare beneficiaries.
- Assist with new client onboarding: Evidence of coverage verification, clarify any plan questions and assist with in-network provider assignment.
- Answer Incoming phone calls and engage in outbound call campaigns as assigned.
- Take initiative to resolve client inquires, concerns, and work to provide real time resolution.
- Take on customer support assignments and projects.
- Address customer inquiries and needs which may be related to plan benefits and coverage.
- Worked with end-users on understanding technical issues via phone and documented in ServiceNow.
- Provided general help desk duties during regular business hours and on call after hours support.
- Assist customers with benefit utilization, which may include registration for carrier's member portal, mail-order pharmacy enrollment, and over-the counter benefits.

Medicaid Service & Billing Coordinator

Broad Path Healthcare Solutions-Albany, GA
July 2018 to January 2021

Provide billing, collections and claims for Banner Health Hospital. With compliance to HIPPA. Provide customer service to health plan members and patients.

Answer inbound calls for health care customer service.

Provide customers with benefits, legibility, physician coverage and

Enrollment verifying eligibility of insurance and other forms of reimbursement along with collecting money due at the point of service.

Quickly input date and navigate systems while assisting members. Active listening, service oriented and multi-tasking.

Active Directory account creation and permissions (Windows Server 08, 12), Office 365 Admin, Imaging (Altiris, Ghost), Ticket Management (Heat), EMR experience

Attend staff meetings.

Sykes Billing & Payroll Specialist

Microsoft
July 2015 to July 2016

Manage workflow to ensure all payroll transactions are processed accurately and timely Reconcile payroll prior to transmission and validate confirmed reports

Understand proper taxation of employer paid benefits Process correct garnishment calculations and compliance

Execute eTime time and attendance processing and interface with payroll Perform compliances for unclaimed property payroll checks

Process accurate and timely year-end reporting when necessary (W-2, W-2c, etc)

Develop ad hoc financial and operational reporting as needed

Process manual check and relocation metric's

Update and reconcile monthly bank statements from ADP Load import files received from HR (All

Companies) Research and email appropriate audience of file issues

Respond to ERC employee tickets

Sales Associate

Concentrix /Apple

November 2014 to May 2016

Introducing customers to Apple Products

Finalizing sales

Meeting Sales metrics

Providing information to customers about Apple product. Troubleshooting iPhones, Macs, and other IOS devices.

Educating customers on which products are necessary for their profession.

Maintaining a noise free environment.

Establishing rapport with customers.

Retaining customers to Apple.

Communicating with Team Lead using via chat.

Education

Associate's degree in Business Administration

South Georgia College - Douglas, GA

August 2019 to November 2021

Skills

- Analytics
- Avaya
- Paychex
- Accounts Payable
- Payroll
- Care plans
- Analysis skills
- CPT coding
- Writing Skills (10+ years)
- Android

• Typing •Sales (10+ years) •Medical coding • Oracle • Outlook •SOX •Relational databases
•Medical office experience • Procurement • Ceridian •Loan processing • InVision • Tableau •Adobe
Creative Suite •Live Chat •Patient monitoring • Invoice •Tax experience •Fact checking •Document
management • ICD-10 •Clerical experience •Medical collection • Agile •Citrix Presentation skills
Adobe Acrobat Journal Entries •User Interface (UI) Financial services GAAP Customer service Conflict
management Visio Business

requirements Auditing

- Customer support Retail sales (4 years) Root cause analysis Office Management Medical Information
(3 years) GIS Account Reconciliation Employment & labor law Data Entry SharePoint Customer
support (10+ years) Microsoft Access Pricing NetSuite PCR
- Jira
- Filing Medical terminology Fair Housing regulations SQL Microsoft SQL Server Financial Report
Writing Search engines Pivot tables Lexis-Nexis Medical Records (3 years) QuickBooks
- English
- Sales
- Program management
- Restaurant experience
- SAP
- Underwriting
- Google Suite
- DME
- Inside sales

- Social media management
- Contract negotiation
- Databases
- Microsoft Project
- Computer networking
- Medicaid
- Basecamp
- EMR systems
- Technical Support
- Workers' compensation
- Mac OS
- Documentation review
- Employee orientation
- Debits & credits
- PeopleSoft Project management software Accounting ERP systems ServiceNow ServiceNow Ticketing
Microsoft Office (10+ years)
- Insurance Verification
- Supervising experience
- E-commerce
- Bookkeeping
- Elite
- Continuous improvement
- Time Management (9 years)
- iOS
- ASC 606
- Contracts
- Windows
- DocuSign
- Medicare
- EDI
- Management
- Data collection
- Invoicing
- Salesforce
- Help Desk
- HIPAA
- Workday
- Accounts Receivable
- Budgeting
- Financial management
- Leadership

- HCPCS
- Google Docs
- ICD-9
- Recruiting
- Answering
- Office experience
- Medical Billing
- HRIS
- General Ledger Accounting
- Phone triage

Certifications and Licenses

Certified Notary Public

Non-CDL Class C

CPR Certification

Fire Safety Certification