

# PATTY SHUTT

## ALTERNATIVE BILLING SOLUTIONS

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♦ [www.alternativebillingsolutions.net](http://www.alternativebillingsolutions.net)

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### SUMMARY OF QUALIFICATIONS:

Possess more than 18 years of experience and in-depth knowledge of Chiropractic, Physical Therapy, and General medical insurance billing procedures. Exceptional communication skills both verbally and written. Team player with excellent customer relation skills. Proficient in Medisoft Patient Accounting software, DAQBilling software, Microsoft Word, Excel, and Outlook.

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### BILLING SPECIALIST SKILLS

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- ♦ Insurance Verification
- ♦ Appeal denials from insurance companies
- ♦ Patient Statements
- ♦ Posting payments
- ♦ Accurate Data entry of Patient Demographic information, ICD-9, & CPT codes
- ♦ Provider Enrollment Packets
- ♦ Routine Follow Up on unpaid claims
- ♦ Claim submission both electronic and paper when necessary
- ♦ Revenue Recovery

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### PROFESSIONAL EXPERIENCE

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#### **ALTERNATIVE BILLING SOLUTIONS LLC**

**Owner and Operator**, November 2008 to present

#### **DR. GREGORY S. HOFFMAN D.C.**

**Office Manager and Billing Specialist**, 2008 to present

Virtual and Travel exclusive service maintained from home:

*Billing Specialist:* data entry of patient demographic and insurance information, verification of benefits, paper and electronic claim submission, routine follow-up on unpaid claims, proper posting of payments and contractual obligation adjustments from insurance companies, prepare and distribute patient statements,

*Office Manager:* Apply for new tax id number and incorporation papers, update provider information with insurance companies, and maintain proper accounting information in Online QuickBooks for provider.

#### ***Key Results:***

- ♦ Implemented new procedures of communication and online forms, while maintaining compliance with HIPAA and privacy policies providing an efficient virtual environment.
- ♦ Online functionality for various programs enabling utilization for both the provider and myself

#### **CHIROFIT (DR. GREGORY S. HOFFMAN D.C.)**

**Office Manager and Billing Specialist**, 2006 to 2008

Recruited to assist the doctor with all aspects of the office including:

*Front Desk Coordinator:* maintained schedule, and answering phones, customer service, assisted in administration of electric stimulation and ultrasound.

*Billing Specialist:* data entry of patient demographic and insurance information, verification of benefits, over the counter collections, review accuracy of patient accounts, resubmission of aged accounts receivable for proper payment from insurance companies, paper and electronic claim submission, routine follow-up on unpaid claims, proper posting of payments and contractual obligation adjustments from insurance companies, and prepare and distribute patient statements.

**PROFESSIONAL EXPERIENCE (CONTINUED)**

*Office Manager:* recording massage therapist hours in preparation for payment, ordering office supplies, ordering orthotics, completion of provider enrollments for Medicare and Blue Cross Blue Shield,

**Key Results:**

- ◆ Creation of policies and procedures including, patient financial policies, patient intake form, insurance verification sheet, routing slip, and diagnosis sheet for better accuracy in the patient record.
- ◆ Implemented electronic module for electronic claims submission

**ROUND LAKE BEACH CHIROPRACTIC & MEDICAL CENTER — Lake Villa, IL**

*Billing and Collections Manager*

**Billing & Collections Manager**, 1998 to 2006

**Front Desk Coordinator**, 1991 to 1998

Promoted to fulfill a broad range of managerial duties, including management of employee time sheets, posting vacation, sick, and holiday time for employees, interviewing and training of new hires in all departments, daily bank deposits, balancing of petty cash drawer, in charge of replenishing the office supplies, developing x-rays, origination of letters and Doctor reports, reviewed recommended schedule of care, explain insurance benefits, and review financial policy with patients, completed provider enrollment packets, accurately enter patients demographic information and daily charges into the Medisoft system, verification of insurance benefits, examine CPT and ICD-9 codes for accuracy in patient record, prepared and submitted electronic and paper claims for MD, PT, & DC, reviewed explanation of benefits for proper payment according to our fee schedule, posting of payments and adjustments from patients and insurance companies, routine follow up on unpaid claims, disputed insurance denials, distribution of patient statements, provided month end closing and statistical information for the provider.

**Key Results:**

- ◆ Initiated, managed, and trained staff members on usage of new computer system and patient accounting system to enhance clinic productivity and accuracy.
- ◆ HIPAA compliance officer; supervised and enforced rules and regulations on HIPAA Compliance.

**EDUCATION & CERTIFICATIONS**

**UNIVERSITY OF WI PARKSIDE COLLEGE**

General Studies

**KENOSHA, WI**

1988-1989

**WESTERN CAROLINA UNIVERSITY**

General Studies

**CULLOWHEE, NC**

1987-1988

**Certificates of Accomplishment:**

- ◆ Medical Billing Certificate (Medical Billing Course LLC) 2008
- ◆ Understanding HIPAA (Medical Billing Course LLC) 2008
- ◆ CA Certificate (Integrity Management) 1993

**OF NOTE**

**Professional Development:**

- ◆ Complete ongoing training in the areas of medical billing and HIPAA Compliance

**Affiliations/Memberships:**

- ◆ Island Lake Area Chamber of Commerce
- ◆ American Medical Billing Association (AMBA)
- ◆ Practice Management Resources & Networking Community (PMRNC)