

Fanchon Naney

Patient Accounts Representative

✉ fanchon.naney@gmail.com

☎ (664) 050-9634

📍 8352 W 8 Mile Rd, Detroit, MI 48221

Education

High School Diploma at Detroit Public Schools, MI

Sep 2015 - May 2019

I have learned time management, organization, and study skills.

Links

[linkedin.com/in/fanchonnaney](https://www.linkedin.com/in/fanchonnaney)

Skills

Medical billing

Medical coding

Insurance claims processing

Patient collections

Customer service

Data entry

Languages

English

Italian

Hobbies

Listening to music

Reading

Watching TV

Profile

Patient Accounts Representative with over 3 years of experience in the medical billing and coding industry. I have a proven track record of reducing A/R days, increasing cash collections, and improving provider satisfaction scores. My knowledge of CPT, HCPCS, and ICD-10 codes along with my strong analytical skills allow me to quickly identify areas of improvement within an organization's revenue cycle.

Employment History

Patient Accounts Representative at Sparrow Health System, MI

Mar 2022 - Present

- Reduced a backlog of 1500 patient accounts by 75% within 3 months.
- Resolved an average of 10 account disputes per day.
- Recovered \$30,000 in outstanding payments from insurance companies each month.
- Negotiated payment plans with patients who were behind on their bills.
- Trained 2 new Patient Accounts Representatives in the department procedures.
- Assisted the collections team in locating hard-to-find patients.

Patient Accounts Representative II at Henry Ford Health System, MI

Aug 2019 - Feb 2022

- Reduced the number of patient account balances by 10%.
- Negotiated with insurance companies to lower outstanding claim amounts by \$50,000.
- Processed and filed 500 claims per week.
- Trained 4 new Patient Accounts Representatives.
- Assisted in developing a new billing process that increased efficiency by 20%.
- Reviewed and resolved 100 patient accounts per day.

Certificates

Certified Patient Accounts Representative (CPAR)

Jul 2020

Certified Medical Billing and Coding Specialist (CMBCS)

Jun 2019

Memberships

American Healthcare Association

Healthcare Financial Management Association