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EXPERIENCE

2024 -

TRUEBRIDGE

BILLING AND POSTING RESOLUTION REPRESENTATIVE

- **Billing and Payment Posting:** Accurately post payments from insurance companies and patients to individual accounts, ensuring proper allocation of payments, adjustments, and refunds.
- **Claim Resolution:** Investigate and resolve discrepancies between billed charges, payments received, and insurance reimbursements. Address underpayments, overpayments, and misapplied payments.
- **Denial Management:** Review and analyze denied claims, research the root cause, and take corrective action. Submit appeals and resubmit claims as needed to ensure proper reimbursement.
- **Billing Dispute Resolution:** Handle patient and insurance billing disputes by investigating the issue, communicating with relevant parties, and making necessary corrections to the billing system.
- **Claim Follow-up:** Continuously monitor and follow up on unpaid claims, ensuring that all outstanding balances are resolved in a timely manner and in compliance with payer timelines.
- **Reporting and Documentation:** Maintain detailed records of all payment transactions, disputes, and resolutions. Prepare and generate regular reports on billing issues, payment status, and account reconciliation.
- **Compliance and Accuracy:** Ensure all billing and posting activities comply with regulatory requirements (e.g., HIPAA), payer guidelines, and company policies to maintain the integrity of financial data.
- **Training and Support:** Provide guidance to junior staff or new hires on billing procedures, payment posting practices, and best practices for resolving billing issues.

2020 - 2024

AMERISOURCEBERGEN

SENIOR MEDICAL COLLECTIONS REPRESENTATIVE

- **Manage Complex Accounts:** Oversee and manage high-priority or aged patient accounts, ensuring timely follow-up on outstanding balances and resolving complex billing or payment issues.
- **Insurance Claims Resolution:** Act as the primary point of contact for insurance companies regarding claim denials, underpayments, and discrepancies. Negotiate with insurers to ensure maximum reimbursement for services rendered.

- **Billing Dispute Management:** Investigate and resolve billing disputes by reviewing patient records, claim information, and payment history. Work closely with patients and insurance providers to correct billing errors and process adjustments.
- **Collaborate with Billing and Finance Teams:** Work closely with billing, coding, and finance teams to identify and resolve discrepancies between patient accounts, insurance claims, and payments.
- **Account Reporting:** Generate and review reports on outstanding balances, collections activity, and progress toward meeting departmental goals. Report trends and provide recommendations for improvements.
- **Mentorship and Training:** Provide guidance and mentorship to junior collections staff, assisting with complex cases, answering questions, and sharing best practices for effective collections and communication.
- **Escalation and Legal Referrals:** Escalate unresolved accounts to management or external collection agencies when necessary, following the established company policies for legal action and external collections.

2017 – 2020

INTREPID USA
MEDICAL BILLING TEAM LEAD

- **Coordinate Billing Operations:** Ensure the billing department meets all deadlines for claim submission, follow-up, and payment processing. Coordinate tasks and prioritize workflows to ensure efficient operations.
- **Monitor Team Performance:** Evaluate team performance through regular reviews, tracking productivity metrics, and ensuring team members meet or exceed departmental goals.
- **Provide Technical Assistance:** Serve as the primary point of contact for escalated billing issues and provide problem-solving support for complex billing scenarios or claims disputes.
- **Training and Development:** Provide ongoing training to team members on updates in medical billing codes (ICD-10, CPT), insurance policies, and billing software tools. Mentor junior staff to improve performance and ensure consistency.
- **Reporting and Analysis:** Generate and analyze billing reports, including accounts receivable aging, denial rates, and payment trends. Provide insights and recommendations to management for process improvements.
- **Assist with Policy and Procedure Development:** Collaborate with management to create, update, and implement billing policies and procedures that ensure consistency and operational excellence within the department.

2008 - 2012

BLUE CROSS BLUE SHIELD OF FL
MEDICAL BILLING REPRESENTATIVE

- **Claims Submission:** Accurately prepare and submit medical claims to insurance companies, ensuring all necessary information is included for timely processing and reimbursement.
- **Follow-up on Claims:** Monitor the status of submitted claims and follow up with insurance providers to resolve claim denials, rejections, or delays.
- **Patient Billing:** Generate and send patient bills for services rendered, explaining charges and addressing any patient inquiries related to billing statements.
- **Account Reconciliation:** Review and reconcile patient accounts, ensuring accuracy in billed charges, payments, adjustments, and insurance reimbursements.

- **Insurance Payment Posting:** Post payments from insurance companies and patients, applying payments accurately to accounts and ensuring correct adjustments are made.
- **Denial Management:** Investigate and appeal denied claims by gathering necessary documentation, resubmitting claims, and ensuring claims are processed correctly.
- **Compliance and Documentation:** Ensure all billing activities comply with HIPAA regulations and payer requirements, maintaining accurate and confidential records of patient information and financial transactions.
- **Billing Reporting:** Prepare and maintain accurate records of billing activities, including accounts receivable aging reports, payment statuses, and any unresolved claims.

EDUCATION

JUNE 2025

MASTERS OF SCIENCE ORGANIZATIONAL LEADERSHIP
SOUTHERN NEW HAMPSHIRE UNIVERSITY

MARCH 2025

BACHELORS OF SCIENCE HEALTHCARE ADMINISTRATION
SOUTHERN NEW HAMPSHIRE UNIVERSITY