



MICHAEL ANDERSON

Healthcare Payments Specialist

Dedicated Payments Specialist with over five years of experience in the healthcare payment sector, focusing on optimizing patient billing and payment processes. Expertise in managing payment systems that enhance patient experiences while ensuring compliance with healthcare regulations. Proven ability to collaborate with clinical and administrative teams to streamline billing operations and resolve payment issues.

WORK EXPERIENCE

Healthcare Payments Specialist

2020-2023

HealthTech Solutions

- Managed patient billing processes, ensuring timely and accurate payment collections.
- Collaborated with clinical teams to address billing inquiries and discrepancies.
- Implemented new payment processing technologies to enhance patient experiences.
- Monitored payment metrics, reporting on key performance indicators.
- Developed training materials for staff on billing and payment procedures.
- Engaged with patients to provide assistance and resolve payment-related issues.

Billing Coordinator

2019-2020

Medical Billing Services

- Oversaw the billing process for healthcare services, ensuring compliance with regulations.
- Trained staff on billing software and best practices for payment collection.
- Conducted audits of billing records to ensure accuracy and compliance.
- Engaged with insurance companies to resolve payment issues and discrepancies.
- Monitored billing performance metrics and prepared reports for management.
- Implemented process improvements that reduced billing errors by 20%.

ACHIEVEMENTS

- Improved patient payment collection rates by 30% through process enhancements.
- Recognized for excellence in customer service and billing accuracy.
- Successfully reduced billing discrepancies by implementing a new auditing process.

CONTACT

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EDUCATION

Bachelor of Science in Health Administration - University of North Carolina

University

2016-2020

SKILLS

- Healthcare Payments
- Billing Processes
- Compliance Management
- Patient Engagement
- Process Improvement
- Team Training

LANGUAGES

- English
- Spanish
- French