

Terri Ewert



Objective:

To obtain a rewarding position within Revenue Cycle Management. Seeking the opportunity to apply over 15 years of experience including exceptional customer service, attention to detail and the proven ability to understand complex insurance verification benefits.

Select Qualifications of Interest Include:

- Proficient in Salesforce Software
- Proficient in Avea Billing Software
- CPT, EOB, HCPCS, ICD-10 and Medical Terminology
- Develop and implement processes, workflows, and protocols
- Proficient in the use of various provider portals and databases

Education:

Southern Illinois University, Great Lakes, IL

May 2006

Bachelor of Science in Workforce Education Training & Development

College of Lake County, Grays Lake, Illinois

May 2000

A.A.S Degree, Criminal Justice

Penn Foster Career School,

Online Medical Billing and Coding Certification Program

April 2021

Work Experience:

Insurance Verification Supervisor

Lionrock Recovery

December 2022 to Present

Remote

Manage the IVS team's ability to provide a timely and thorough verification of benefits for all insured clients.

Work in tandem with the admissions and billing teams to ensure claims will be reimbursed accurately for all contractual and non-contractual payers.

Enter clients into the Avea Billing Software.

Troubleshoot eligibility errors and assist external business partners with essential billing practices.

Develop reference documents, job aids and other training materials essential to the success of the IVS team.

Continuously seeking ways to improve the performance of the IVS team through reporting, and data analysis.

**Insurance Verification Specialist Team Lead
Lionrock Recovery**

January 2022 – December 2022

Communicate with insurance companies to obtain detailed information about coverage limitations, preauthorization requirements, and billing guidelines.

Successfully develop and implement process workflows essential to the success of interdepartmental goals.

Maintain quality control in all aspects and functions of assigned team responsibilities.

Utilize various insurance portals and online tools to confirm the verification of benefits and network participation.

Ability to multitask in a fast past environment, lead a successful IVS Team, provide exceptional customer service that contribute to the overall success of the Admissions and Revenue Cycle Teams in achieving monthly goals.

**Home Health Care Aide
Veterans VIP Program**

February 2018 – October 2020

Schedule doctor's visits, manage medication, arrange transportation and accompany patient to his medical appointments.

Schedule and facilitate all in home skilled nursing visits including PT and OT.

Assist in any other areas patient may need support with including but not limited to some administrative support with his personal affairs.

Special Education Substitute Teacher / Paraprofessional

Special Education District of Lake County (SEDOL), Gages Lake and Zion, IL

April 2017 – February 2019

Developed and implemented the classroom lesson plan each day with appropriate activities for students diagnosed with severe and profound autism.

Served as the program substitute teacher / paraprofessional during the Fall of 2017 for the Lake County Regional Safe School.

Administrative Assistant

Intervention Program for Domestic Abuse & Violence (IPDAV) A Safe Place, Zion, IL

September 2014 – October 2015

Acted as the liaison between the Lake County Adult Court Probation office for domestic violence offenders, DCFS and the IPDAV office.

Conducted telephonic intake and scheduled all court ordered participants enrolled in the IPDAV program for treatment.

Edited and processed all completion reports for program participants who successfully completed their treatment and then submitted all completion reports to the assigned probation officer.

Assisted with the preparation of year end reports and submitted them to the IL Department of Human Services (IDHS) according to the IL Partner Abuse Intervention Program (PAIP) guidelines.

Opened & closed the facility for business. Performed other clerical duties as assigned, including but not limited to maintaining the petty cash budget as well as the purchase of miscellaneous office supplies and equipment.

Operations Support Assistant**A Safe Place**, Zion, IL

August 2013 – May 2014

Processed bi-weekly payroll for A Safe Place.

Prepared weekly and monthly cash deposits for the Director of Operations.

Maintained and updated all employee files including new hires for payroll and income tax purposes.

Processed checks received from donors on a daily basis and deposited into the First Midwest Bank via the electronic check submission software.

process notes for data entry into the Illinois Domestic Violence database.

Served as the front desk receptionist, answered calls, received mail, and greeted every visitor with professionalism and respect.

Health Care Investigative Claim Analyst,**Trustmark Companies / The Sentinel Group**, Lake Forest, IL

October 2007 – July 2012

Investigated SIU referrals and provided appropriate recommendation on case handling.

Requested and provided a detailed review of medical records for the purposes of case investigations.

Utilized reports for trends, pattern analysis and financial exposure to identify potential medical fraud and abuse.

Performed Case Investigation using analytical Submitted tools including but not limited to Aetna CPB, FAMS, as well as internal and external vendors.

Reviewed, tracked and reported suspected health care fraud, abuse and waste to the DOL, FBI, as well as State and Federal authorities.

Attended monthly meetings as well as training seminars with law enforcement agencies as well as other SIU departments from the surrounding tri-state area, for the sole purpose of tracking, sharing and identifying potential leads.

Health Care Services Coordinator**Muscular Dystrophy Association (MDA)**, Deerfield, IL

January 2007 to September 2007

Assisted with billing and reconciliation of patient and vendor accounts.

Assisted in coordinating local health care programs, including MDA summer camp, hospital affiliated clinics, and support groups.

Served as the liaison between MDA, patients and their families, as well as clinic team members, and durable medical equipment (DME) vendors.

Insurance Payor Collection Specialist**Caremark CVS**, Lincolnshire, IL

May 2004 to May 2006

Confirmed contract pricing to ensure accounts were properly reconciled from the appropriate insurance payer each month.

Contacted primary and secondary payers on a daily basis to collect payment for the purposes of meeting monthly and annual cash goals.

Met daily quota of completing forty accounts per day.

Benefits Investigation Specialist**Caremark CVS** Lincolnshire, IL

December 2002 to May 2004

Verified insurance benefits for patients referred to the Shared Solutions program sponsored by the pharmaceutical manufacturer of Glatiramer Acetate (Copaxone).

Assisted in the process of case management for all patients referred to the Shared Solutions program as a result of being diagnosed with Multiple Sclerosis.

Investigated alternative means of financial assistance for under insured patients and made referrals based on their financial need or their lack of ability to pay for their high-cost injectable drug.

Facilitated and obtained prior authorizations.

Prepared and scheduled the shipments of patients who required their monthly maintenance injectable prescriptions for home delivery.

Insurance Specialist

Paidos / Paradigm Health Deerfield, IL

March 2001 to December 2002

Verified insurance benefits for clients undergoing disease management.

Assisted the reconciliation specialist with obtaining reimbursement from noncompliant payers.

Provided back up assistance to the client operations department by assisting with customer enrollment.

Administrative Assistant

Paidos / Paradigm Health Deerfield, IL

April 2000 to March 2001

Assisted the Home Health Care Nurse and coordinated skilled nursing visits for Neonatal patients discharged from the Neonatal Intensive Care Unit.

Ordered and set up appointments for the delivery of durable medical equipment.

Conducted family follow-up calls to assigned clients upon discharge from the hospital's NICU.

Maintained spreadsheets for accurate records of patient accounts.

Clerical and Computer skills: Typing 45 wpm, Proficient in Microsoft office products, email and internet.