

MONICA REYES

APPEALS SPECIALIST

CONTACT

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🏠 Denver, CO

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SUMMARY

Appeals Specialist with 4 years of medical billing and denial management, writing payer appeals for medical necessity, coding and authorization denials. Reads clinical records with sound medical terminology, builds appeal letters in Word and tracks every deadline in Excel. Overturned 68% of appealed dollars last year through careful analysis and attention to detail.

SKILLS

- Appeals
- Denial Management
- Medical Billing
- Medical Terminology
- CPT
- ICD-10
- Medical Necessity
- Excel
- Word
- Attention to Detail

EDUCATION

Bachelor of Science

05/2022

Metropolitan State
University of Denver

Denver, CO

Health Care Management

CERTIFICATES

Certified Professional Coder (CPC)

06/2024

AAPC

EXPERIENCE

Appeals Specialist

04/2024 - Present

Front Range Health Alliance

Denver, CO

Denials and appeals unit for a 4-hospital health system.

- Write **70+** first- and second-level appeals a month for medical necessity, coding and authorization denials.
- Compile operative notes, labs, ICD-10 support and payer policy language into each letter, overturning 68% of appealed dollars.
- Escalate repeat denial patterns to payer contracting, leading to 2 policy corrections worth \$180K a year.
- Track filing limits in an Excel appeals log so no case missed a deadline in 2025.

Medical Biller

08/2022 - 03/2024

Cherry Creek Cardiology

Denver, CO

Billing office for an 8-cardiologist outpatient practice.

- Submitted 800 cardiology claims a month and resolved clearinghouse rejections within 2 business days.
- Corrected CPT modifier and bundling denials, sending corrected claims the same week.
- Drafted reconsideration letters in Word for 25 denied echocardiogram and stress test claims a month.
- Compared EOBs with fee schedules and reported short payments to the billing supervisor each Friday.