

Gloria Vasquez

Billing Specialist

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SUMMARY

Billing specialist with 4 years of medical billing experience for multi-provider clinics, submitting 1,500+ insurance claims a month in Epic. Checks CPT coding and ICD-10 codes before submission, works denial management queues and handles patient calls with patient-first customer service.

EDUCATION

Associate of Applied Science 12/2021
Phoenix College Phoenix, AZ
Medical Billing and Coding

EXPERIENCE

Billing Specialist 09/2023 - Present
Desert Sky Orthopedics Phoenix, AZ
Orthopedic practice with 18 providers and 3 surgery centers.

- Process **1,500+** insurance claims a month to Medicare, AHCCCS and commercial payers with a 96% clean claim rate.
- Run denial management for 18 providers, appealing denied claims and recovering \$210K in 2025.
- Verify CPT coding, ICD-10 codes and modifiers against provider notes before claims leave the queue.
- Handle 25+ patient billing calls a day, explaining EOBs and setting up payment plans.

Payment Posting Clerk 03/2022 - 08/2023
Valley Family Medicine Mesa, AZ
Family practice clinic with 9 physicians.

- Completed payment posting from 300 EOBs a week, keeping accounts current within 48 hours.
- Reconciled daily deposits to Epic with attention to detail, finding \$12K in misapplied payments.
- Built an Excel tracker for 400 unpaid claims over 60 days and cut that backlog in half within 6 months.

SKILLS

Medical Billing • CPT Coding • ICD-10 • Insurance Claims • Denial Management
Payment Posting • Epic • Excel • Customer Service • Attention to Detail

CERTIFICATES

Certified Professional Biller (CPB)
AAPC
2023