# Teresa Alvarado

// Business Office Manager

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## > SUMMARY

Business office manager with 5 years in skilled nursing billing and accounts receivable, the last 3 running the business office of a 140-bed facility. Bills Medicare, Medicaid, managed care and private pay, keeps AR over 90 days under 8%, and manages resident trust accounts, payroll inputs and admission paperwork.

## > SKILLS

• Medicare • Medicaid • Accounts Receivable • Medical Billing • Collections • Resident Trust Accounts
• PointClickCare • Excel • Microsoft Office • Problem-Solving Skills

## > EXPERIENCE

**Business Office Manager** 05/2023 - Present
Mission Oaks Rehabilitation and Nursing San Antonio, TX
*140-bed skilled nursing and rehabilitation facility.*

- Oversee monthly billing of **$1.4M** to Medicare, Medicaid, managed care and private pay with a 96% clean-claim rate.
- Cut accounts receivable over 90 days from 15% to 7% through weekly collection calls and payer follow-up.
- Manage resident trust accounts for 85 residents and balance them to the bank each month with no audit findings.
- Verify Medicaid eligibility and insurance for 30 admissions a month before the first day of each stay.

**Medicaid Billing Coordinator** 06/2021 - 04/2023
Bexar Valley Health and Rehab San Antonio, TX
*120-bed long-term care facility.*

- Submitted 250 Medicaid and managed care claims a month through state and payer portals.
- Posted payments and remittances in PointClickCare within 2 business days of receipt.
- Appealed 400 denied claims a year, recovering $180K in reimbursement.
- Prepared month-end AR reports in Excel for the administrator and regional office.

**Front Office Receptionist** 08/2019 - 05/2021
Stone Oak Family Medicine San Antonio, TX
*Part-time role during college at a 6-provider family medicine clinic.*

- Checked in 60 patients a day and collected copays with balanced daily deposits.
- Verified insurance for 50 next-day appointments through payer websites and phone calls.
- Scanned and indexed 1,000 documents a month into patient charts.

## > EDUCATION

**Associate of Applied Science** 05/2021
San Antonio College San Antonio, TX
Business Administration