Shanice Howard

Medical Collector

Medical collector with 2 years in physician billing, working unpaid insurance claims and patient balances for a 60-provider Birmingham orthopedic group. Resolves claim denials in Epic, appeals underpaid claims with Medicare, Medicaid and commercial payers, and sets up patient payment plans. Strong customer service skills and careful HIPAA handling on every call.

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Experience

Medical Collector

Red Mountain Orthopedic Group • Birmingham, AL

08/2025 - Present

Orthopedic practice with 60 providers and 5 clinics.

- Review **70** unpaid insurance claims a day in Epic and call payers on every claim older than 30 days.
- Appealed 45 claim denials a month for coding, authorization and timely filing, overturning 68%.
- Collect patient balances by phone and set up interest-free payment plans, bringing in about $55K a month.
- Cut insurance AR over 90 days from 21% to 14% for an assigned group of 6 commercial and government payers.

Patient Account Representative

Southside Family Medicine • Hoover, AL • 06/2024 - 07/2025

Primary care practice with 12 providers.

- Answered 50 patient billing calls a day, explaining insurance benefits, deductibles and statements.
- Verified insurance eligibility and benefits for 80 patients a day before visits to cut claim rejections.
- Corrected ICD-10 and CPT coding errors on rejected claims and resubmitted them within 48 hours.
- Posted insurance and patient payments of about $90K a week with no month-end variances.

Certificates

Certified Revenue Cycle Representative (CRCR)

Healthcare Financial Management Association • 03/2025

Skills

Insurance Follow-Up

Claim Denials

Patient Collections , Epic

ICD-10 and CPT Coding

Medicare and Medicaid

Payment Plans , HIPAA

Excel

Customer Service Skills

Education

Associate in Applied Science

Jefferson State Community College

Birmingham, AL

05/2024

Medical Office Administration