



VERONICA SAO-AN

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Medical Billing & Revenue Cycle Management
- Insurance Verification & Pre Authorization
- Patient Scheduling & Coordination
- Claim Submission & Denial Management Accounts Receivable
- Payment Posting & Reconciliation
- Customer Service & Patient Advocacy

TOOLS

Billing & RCM Platforms:

Tebra
Prompt
Athena One

Insurance Portals:

Availity Payer
Websites Scheduling

Communication:

RingCentral
Google Suite
Microsoft Office

Accounting & Finance:

QuickBooks
Microsoft Excel

PERSONAL PROFILE

Experienced **Medical Biller** and **Revenue Cycle Management Specialist** with a strong background in behavioral and mental health billing. Backed by over 10 years of customer service experience, excelling in patient communication, problem-solving, and ensuring a seamless billing process. Skilled in claims processing, insurance verification, and revenue optimization. Proficient in AthenaOne, Tebra, Prompt, and DrChrono.

WORK EXPERIENCE

MEDICAL BILLER

March 2019-October 2024 Professional Recovery Network

- Processed and submitted claims accurately while ensuring compliance with payer guidelines.
- Verified insurance eligibility, benefits, and authorizations before scheduling.
- Managed patient scheduling, coordinated with providers, and ensured accurate documentation for seamless billing.
- Handled payment posting, collections, and claim follow-ups to resolve denials.

BOOKKEEPER

August 2014- Feb 2018 Freelance

- Accounts Payable & Receivable: Managed invoice processing, payment tracking, and reconciliation of financial transactions. Financial Reporting: Created detailed cash flow statements, expense reports, and financial summaries to support business decision-making. Client Payment Monitoring: Followed up on overdue invoices, negotiated payment plans, and ensured timely collections.

EDUCATION HISTORY

Saint Louis University

- Bachelor of Secondary Education - General Sciences, 2005