

# Olivia Martinez

## Medical Billing and Coding Specialist

Phone: (555) 234-5678

Address: Phoenix, AZ 85001

Website: <https://olivia-martinez-cpc.com>

Email: [olivia.martinez@email.com](mailto:olivia.martinez@email.com)

- Certified Professional Coder (CPC) with 2 years of experience in multi-specialty medical billing and coding
- Proficient in ICD-10-CM/PCS, CPT, and HCPCS Level II coding systems with 98% accuracy rate
- Experienced in Epic and Cerner EHR systems, processing 200+ claims daily with 96% first-pass acceptance rate
- Strong knowledge of Medicare, Medicaid, and commercial insurance requirements and regulations
- Committed to maintaining HIPAA compliance and staying current with coding updates through continuing education

### WORK EXPERIENCE

#### Desert Valley Medical Group, Phoenix, AZ

June 2022 - Present

##### Medical Billing and Coding Specialist

- Process 200+ insurance claims daily across family medicine, cardiology, and orthopedic specialties with 96% first-pass acceptance rate
- Reduced claim denials by 28% through accurate ICD-10 and CPT coding and thorough documentation review
- Maintained HIPAA compliance while managing 800+ patient accounts monthly in Epic EHR system
- Collaborated with physicians to ensure proper documentation for complex procedures, increasing reimbursement by 15%
- Investigated and resolved 150+ denied claims monthly, reducing average days in A/R from 42 to 31 days
- Trained 3 new billing staff members on coding procedures and insurance verification processes

#### Sunrise Family Practice, Tempe, AZ

January 2022 - May 2022

##### Medical Billing Intern

- Completed 160-hour externship processing claims for family medicine practice using NextGen Healthcare
- Achieved 94% coding accuracy rate while learning to navigate complex E/M coding scenarios
- Assisted with insurance verification and prior authorization requests for 50+ patients weekly
- Supported month-end closing procedures and accounts receivable follow-up activities

#### Phoenix Urgent Care Center, Phoenix, AZ

March 2020 - December 2021

##### Medical Receptionist

- Managed patient registration and insurance verification for 100+ patients daily
- Maintained 99.5% accuracy in demographic data entry and insurance information collection
- Handled patient billing inquiries and payment processing with exceptional customer service
- Assisted billing department with claim follow-up and patient account reconciliation

### EDUCATION AND CERTIFICATIONS

#### American Academy of Professional Coders (AAPC)

May 2022

##### Certified Professional Coder (CPC)

Obtained: May 2022 | Active through: May 2025

Continuing Education: 40 CEUs completed

#### Phoenix College, Phoenix, AZ

August 2021 - April 2022

##### Medical Billing and Coding Certificate

Relevant Coursework: Medical Terminology, Anatomy & Physiology, ICD-10-CM/PCS Coding, CPT Coding, Healthcare Reimbursement, HIPAA Compliance, Electronic Health Records

#### Glendale Community College, Glendale, AZ

May 2020

##### Associate of Applied Science in Health Information Technology

Relevant Skills: Healthcare data management, medical record systems, analytical thinking

### TECHNICAL SKILLS

#### Electronic Health Record Systems

- Epic, Cerner, NextGen Healthcare, Athenahealth
- Practice management software: Kareo, AdvancedMD
- Microsoft Excel (VLOOKUP, pivot tables for reporting)

## Coding Systems and Regulatory Knowledge

- ICD-10-CM/PCS (inpatient and outpatient coding)
- CPT coding including E/M levels and surgical procedures
- HCPCS Level II for DME and injections
- Modifier usage and medical necessity determination
- Medicare and Medicaid guidelines

## Professional Competencies

- Analytical problem-solving: Investigated and resolved 150+ denied claims monthly
- HIPAA-compliant communication with patients regarding billing inquiries
- Cross-functional collaboration with clinical staff to improve documentation accuracy
- Revenue cycle management and accounts receivable optimization

## AWARDS AND PROFESSIONAL DEVELOPMENT

### Dean's List Recognition

Fall 2021, Spring 2022

#### Medical Billing and Coding Program, Phoenix College

- Maintained 3.9 GPA while mastering complex coding systems
- Achieved 99% accuracy rate in practice coding assessments

### Certified Professional Coder (CPC) Certification Achievement

May 2022

#### American Academy of Professional Coders

- Passed comprehensive exam on first attempt (May 2022)
- Scored in 85th percentile nationally
- Completed 150-question exam in under 4 hours (5.5 hours allotted)

## Professional Development

2023

#### Various Organizations

- Completed 40 CEUs in 2023 including "2024 CPT Updates" and "Medicare Advantage Risk Adjustment"
- Active member of Arizona AAPC chapter, attending monthly meetings
- Subscribed to AHA Coding Clinic for ongoing ICD-10 guidance

## PROFESSIONAL REFERENCES

### Maria Rodriguez, CPC, CPMA

#### Medical Coding Instructor - Phoenix College

Phone: (602) 555-0123 | Email: mrodriguez@phoenixcollege.edu

*Relationship: Instructor for Medical Coding Certification Program (Aug 2021 - Apr 2022)*

Can speak to: Coding accuracy, ability to learn complex systems, professional ethics

### David Thompson

#### Practice Manager - Desert Valley Medical Group

Phone: (602) 555-0456 | Email: dthompson@desertvalleymed.com

*Relationship: Direct supervisor (June 2022 - Present)*

Can speak to: Claim processing efficiency, team collaboration, revenue cycle impact

### Jennifer Kim, RN

#### Office Manager - Sunrise Family Practice

Phone: (480) 555-0789 | Email: jkim@sunrisefamily.com

*Relationship: Supervised 160-hour externship (Jan - May 2022)*

Can speak to: Real-world coding experience, EHR proficiency, deadline management