

Kelly Shalcosky-Proctor

Objective

An accomplished professional in the medical services industry seeking to apply my personal and professional experiences in behavioral health within the Howard County community.

Certifications

Certified Billing and Coding Specialist (CBCS), 2006
National Healthcare Association

Skill Highlights

- Experienced caregiver with research knowledge of programs, medications, and resources for consumers and family members within Howard County and the state of Maryland with behavioral health concerns
- Volunteered with Howard County NAMI Sunday Suppers as a child and again from 1997-2012
- Worked with inpatient psychiatric and detox patients at Howard County General Hospital
- Wrote and taught college level medical office and billing courses at CCBC
- Managed care contract knowledge
- HIPAA compliance
- Accounts Payable and Receivable
- Patient and insurance payment posting, collections, and appeals
- Howard County resident for over 22 years

Professional Experience

Cash Poster II, June 2012 to Present

Johns Hopkins Home Care Group – Baltimore, Maryland

Enter payments into five operating systems. Process organization refunds to patients and insurance companies.

Appeal Specialist, April 2008 to March 2012

Mercy Medical Center – Baltimore, Maryland

Appeal denied surgical CPT codes and follow up reimbursement of unlisted CPT codes to ensure appropriate payment. Meet with physician, insurance representatives, and the State Attorney's Office for criteria standards.

Practice Manager, October 2006 to April 2008

Mercy Medical Center – Baltimore, Maryland

Perform financial functions, write and implement policies and procedures, organize overall function of the office.

Continuing Education and Office of Technology Instructor, January 2002 to December 2009

Community College of Baltimore County – Baltimore, Maryland

Non Credit: Front Desk Medical Receptionist, Introduction to Medical Billing, Computerized Medical Billing, Credit: developed and taught Medical Billing and Patient Accounting (OFAD 251, credit)

Medical Billing, January 2002 to August 2006

Ying Huang, M.D., P.A. – Ellicott City, Maryland

Dermatology and Advanced Skin Care – Ellicott City, Maryland

Secretary / Accounts Receivable & Payable / Sales / Production, 1999-2002
Fashion Associates – Columbia, Maryland

Office Manager, 1998-1999

Columbia Psychological Services – Ellicott City, Maryland

Front desk duties, daily deposit, insurance and patient account receivable, physician payroll, and accounts payable.

Medical Transcription, 1996-1998

Worked out of home office. Physical Therapy transcription.

Medical Secretary / Administrative Assistant, 1993-1996

David L. Kreisbery, M.D., P.A. – Catonsville, Maryland

Manage personal & business payable and receivable. Transcribe office notes & correspondence. Coordinate physician meetings, surgery, and on call schedule. Preoperative patient instructions and surgical authorization.

Medical Receptionist / Medical Billing, 1992-1993

Sheehan & Otto, M.D., P.A. – Ellicott City, Maryland

Unit Secretary / Psychiatric Assistant, 1988-1994

Howard County General Hospital – Columbia, Maryland

Crisis intervention, individual and group therapy sessions with patients in accordance with prescribed treatment plans, communicate with other healthcare professionals regarding treatment plans.

Unit Secretary, 1987-1988

St. Agnes Hospital – Baltimore, Maryland

Education and Training

University of Phoenix, Axia Campus

Organizational Psychology

(2009-2010) GPA: 3.97 Continuous Honor Roll

Community College of Baltimore County

Catonsville, Maryland, USA

Psychology / Business Administration

(1986-1991) GPA:4.0 Continuous Honor Roll

References available upon request