Macholica E Williams

Las Vegas, NV | 404-807-1357 | [mwilliams89.mw@gmail.com](mailto:mwilliams89.mw@gmail.com)

# Objective

A motivated professional with a Bachelor of Science in Psychology student with an undergraduate certificate in Criminal justice administration. Actively completing a Master of Social Work (online) with a foundation in mental health and trauma and seeking gainful employment opportunities to gain hands-on experience. Outgoing and friendly with strong motivation for success. Offering solid comprehension of cultural diversity and mental health. Proactive leader with strengths in communication and collaboration skills to manage concurrent goals to promote efficiency and influence positive outcomes.

# Education

## Associates of SCIENCE | May 2021 | College of southern Nevada – 3.5 GPA

## BACHELOR OF SCIENCE| Dec 2022 | Northern Arizona University– 3.6 GPA

* Major: Psychology
* Undergraduate Certificate: Criminal Justice Administration

MASTERS OF SOCIAL WORK | JAN 2023|

* Foundation: Mental Health and Trauma

# Skills & Abilities

Epic

Cerner

pMD

My Avatar

Netsmart

Office Ally

Brightree

Collaborate MD

Certified Coding Specialist (AHIMA)

# Experience

## FAMILY SERVICES TECHNICIAN| Clark County, Department of Family services|

## OCTOBER 2022 to Present

Performed various para-professional child welfare and protection duties to support children's safety, permanency, and wellbeing; worked in specific human services, detention, or public safety setting; and used motor vehicles. The ideal candidate will have practical communication skills and the ability to work with a variety of individuals from varied socioeconomic, ethnic, and cultural backgrounds

## Coding Coordinator | Nathan Adelson Hospice - Las Vegas, NV |

## July 2018 to October 2022

* Assessed medical codes on patient records for accuracy.
* Maintained current knowledge of CPT and ICD-10 coding principles, government regulation, protocols, and third-party billing requirements.
* Maintained updated knowledge of coding requirements, including continuing education and certification renewal.
* Added modifiers as appropriate, coded narrative diagnoses, and verified diagnoses.
* I communicated with healthcare personnel, including practitioners, to promote accuracy.
* Applied coding rules established by the American Medical Association and Centers for Medicare and Medicaid Services to assign procedural codes.
* Carefully coded disease and injury diagnoses, acuity of care, and procedures in an inpatient setting.

## Medical Coder, I | Perry Johnson and Associates - Henderson, NV |

## March 2019 to August 2019

* Conducted audits on internal controls and developed reports on findings.
* Managed completion of planned audits, reviewed records and procedures for accuracy to accomplish objectives, and appraised policies and plans under audit review.
* Communicated audit findings by preparing and disseminating final reports to Lead Medical Auditor.
* Identified weaknesses of existing control systems and made suggestions for remediation.
* Assessed potential risks, evaluated controls, and conducted compliance testing.
* Provided suggestions to improve management control weaknesses.
* Worked with maximum efficiency to evaluate operational and financial control systems during audits.

## Health Information Management Clerk | Complex Care Hospital at Tenaya - Las Vegas, NV | October 2016 to April 2019

* Improved integrity and completeness of medical records by consulting clinical staff to resolve coding and diagnostic mistakes.
* Advanced in-service educational materials.
* Supported healthcare applications by monitoring security, performance, and reliability.
* Generated periodic and ad hoc reports outlining statistics, narrative findings, or graphical representations of health information.
* Met the needs of physicians and other treating team members with timely retrievals of patient medical records.
* Evaluated and recommended upgrades to improve existing computerized healthcare systems.
* Protected medical information against unauthorized access, loss, or corruption by following security protocols.
* Worked successfully with diverse coworkers to accomplish goals and address issues related to our products and services.
* Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
* Prioritized and organized tasks to efficiently accomplish service goals.
* Juggled multiple projects and tasks to ensure high-quality and timely delivery.
* Demonstrated self-reliance by meeting and exceeding workflow needs.
* Demonstrated leadership by making improvements to work processes and helping to train others.

## Medical Office Manager | Smart Heart care - Las Vegas, NV |

## July 2015 to July 2018

* Collaborated with multi-disciplinary staff to improve overall patient care and response times.
* Led and motivated seven employees through supervision, training, and coaching on duties and daily operational activities.
* Resolved conflicts between physicians, nurses, and administrative staff to maintain optimal workflows.
* Facilitated peer-to-peer conflict resolution.
* Directed daily operations at the facility, caring for more than 50 individuals.
* Headed clinical oversight to devise and establish policies, procedures, and best practices aligned with regulatory requirements.
* Oversaw clinic financial management, recruitment, and human resources.
* Optimized case and clinical management and recommended plans to improve safety and health programs.
* Oversaw daily collections and accounts receivable activities, developing robust strategies to maximize collections and reduce aged accounts.
* Processed claims and forwarded information to Medicare, Medicaid, and commercial insurance companies.
* Processed refund requests and reconciled deposit and patient collections.
* Entered patient charges and payments into electronic health records.
* Answered phone calls, responded to fundamental questions regarding appointments and clinic operations, and directed calls within the clinic as appropriate.
* Posted charges, payments, and adjustments.
* Applied HIPAA privacy and security regulations while handling patient information.
* Investigated rejected and denied claims, correcting applicable coding.
* Maintained current knowledge of CPT and ICD-10 coding principles, government regulation, protocols, and third-party billing requirements.
* Added modifiers as appropriate, coded narrative diagnoses, and verified diagnoses.
* Assigned additional diagnosis codes based on specific clinical findings (laboratory, radiology, pathology reports, and clinical studies) to support existing diagnoses.

## Medical Billing Specialist | Psycare, Inc - San Diego, CA |

## December 2014 to June 2015

* Identified errors and re-filed denied or rejected claims quickly to prevent payment delays.
* Posted charges, payments, and adjustments.
* Reviewed patients' insurance coverage, deductibles, possible insurance carrier payments, and remaining balances not covered under policies.
* Completed appeals and filed and submitted claims.
* Posted and adjusted payments from insurance companies.
* Reviewed and verified benefits and eligibility with speed and precision.
* Maintained current knowledge of CPT and ICD-10 coding principles, government regulation, protocols, and third-party billing requirements.
* Applied payments, adjustments, and denials into the medical management system.
* Prepared billing statements for patients, ensuring correct diagnostic coding.
* Prepared and attached referrals, treatment plans, or other required correspondence to reduce the incidence of denials.
* Submitted refund requests for claims paid in error.
* Contacted patients for unpaid claims for HMO, PPO, and private accounts and performed friendly follow-ups to ensure proper payments were made according to contracts.
* Collaborated closely with other departments to resolve claims issues.
* Contacted insurance providers to verify insurance information and obtain billing authorization.
* Maintained timely and accurate charge submission through electronic charge capture, including billing and account receivables (BAR) system and clearinghouse.
* Consistently informed patients of financial responsibilities before services were rendered.
* Performed quality control of the data entry system to verify the proper posting of claims and payments.
* Meticulously tracked and resolved underpayments.

## Medical Practice Manager Assistant| Precision Repair Network - San Diego, CA|

August 2012 to December 2014

* Supported entire practice staff, boosting efficiency and improving overall process flow.
* Created and implemented policies and procedures for effective practice management.
* Communicated with patients with compassion while keeping medical information private.
* Complied with OSHA and HIPAA regulations.
* Coordinated financial operations, budgeting, accounting, expenses, and financial reporting tasks.
* Mentored and coached interns and newly hired team members on office procedures and computer systems.
* Created and maintained electronic record management (EMR) systems to store data and develop reports.
* Kept close tabs on documentation expiration dates, communicating with the correct personnel to submit files before expiration.
* Offered a high level of assistance during managed care auditing and conducted internal file audits.
* Addressed credentialing requests, overseeing compliance with governmental and organizational guidelines regarding tiered data access.
* Confirmed facility and user credentials to initiate and maintain registration and enrollment processes.
* Set up NPI numbers for providers and facilities and updated current profile information.

# Volunteer Experience

# Las Vegas Rescue Mission

# 480 W Bonanza Rd,

# Las Vegas, NV 89106

# 702-382-1766

# May 2017-June 2018

# 4 hours every two months

# Kitchen Support

Interacted with the community with conversations and serving community and residents dinner, aided with setting up tables after dinner clean-up.

Outley Family Child Care

5630 Fair Ave

North Hollywood, CA

November 2017-January 2018

No longer in business as of 02/0/2018

# 20 hours a week weekend only

Daycare Volunteer

Interacted with underprivileged children and adolescents. Building relationships with the children through various activities such as homework help and leading team-building activities. Supervised all activities and kept an open line of communication with parents about their child's (rens) progress with academia and behaviors. During school breaks, I would accompany the daycare owner on community outings to enhance the child's social interactions with individuals outside their home, classroom, and daycare.