

NAJA DAVIS-HODGES

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Authorized to work in the US for any employer



WORK EXPERIENCE

Bookkeeper

Freelance - Baltimore, MD

June 2018 to Present

- Quickbooks client onboarding.
- Screen potential clients to identify Accounting needs.
- Audit client books.
- Accounts receivable, invoicing, sales entry, follow up.
- Bank and cash reconciliation.
- Accounts payable, bill entry and pay.
- Maintain record of financial transactions by establishing accounts, classifying and reconciling entries.
- Establish chart of accounts.
- Maintain subsidiary accounts by verifying, allocating, and posting transactions.
- Maintain historical records on the Cloud.
- Prepare financial reports by collecting, analyzing, and summarizing account information.
- Compliance with federal, state, and local legal requirements.

Business Office Manager

Arlington West Rehab - Baltimore, MD

May 2017 to January 2020

- Managed billing functions of facility.
- Monthly billing of Medicare A & B, Medicaid, Managed Care, Private and secondary insurance.
- Collection follow up.
- Determined resident financial eligibility. Educate residents and family members on Medicaid eligibility.
- Assist families with obtaining documentation to complete LTC application.
- Assisted families with Re-Determination packets.
- Follow up with local and state agencies regarding customer application status.
- Positive and proactive communication with customers regarding financial documentation and state required time lines.
- Build strong relationships with residents, family members, internal and external coworkers.
- Reconcile and audit petty cash funds. Private pay billing and collections.
- Cash posting, charge entry, patient account and bank reconciliation.
- Maintain facility census and payer changes.
- Oversee resident fund accounts for long term care eligibility. Monthly payment of resident insurance and life premiums.
- Monthly aging review with Corporate.
- Maintain facility census and payer changes.
- Work closely with DHMH caseworkers regarding pending applications.

Medicaid Coordinator

Levindale Geriatric Hospital - Baltimore, MD

October 2014 to May 2017

- Assist families with the Maryland LTC Medicaid qualification process.
- Audit financial documents for accuracy and compliance with state eligibility requirements. Attend and refer cases for guardianship.
- Follow up with local and state offices for eligibility. Complete and finalize internal paperwork for medical assistance recipients.
- Identify, advise and resolve problematic financial situations.
- Provide exceptional customer service while displaying care and concern.
- Monitor all pending Medicaid cases to ensure all required documentation has been provided timely. Request extensions to the 6 month consideration period timely.
- Monitor all incoming mail related to Medicaid and pending Medicaid recipients. Update AR system with information received and action taken.
- Update resource amounts on all Medicaid patients.
- Evaluate denials received on pending Medicaid cases for next steps.
- Meet timely with the Medicaid Manager to review problem cases and follow through with recommendations provided at this meeting.
- Coordinate with the resource biller to ensure accurate private pay collection.

Office Manager

Dental One Associates - Woodlawn, MD

January 2012 to October 2014

Managed performance of office team members. Mentored staff to ensure effective customer service skills.

- Make daily bank deposits, classify AP accounts, audit charge entry, billing, cash posting, adjustments, insurance verification and linkage.
- Daily entry into general ledger and maintained chart of accounts.
- Maintained patient satisfaction and sound dental office procedures.
- Explained treatment plans and payment options to patients.
- Maintain effective communication between the front and back office.
- Respond to patients and patient complaints in a timely, effective and professional manner.
- Review and approve payroll (accuracy, control overtime) for office.
- Oversight of supplies and inventory and assure cost effectiveness.
- Retention of staff and patients.
- Assure safety - workers compensation (reported timely and accurate), ensure staff completes annual OSHA training online in company's Learning Portal, assure MSDS sheets are accurate and on site, track, exchange and review office radiation badges.
- Act as liaison between corporate and office staff (changes and procedures).

Third Party Billing Associate

Erickson Living Management - Catonsville, MD

May 2003 to January 2012

- Managed the Skilled Nursing and Assisted Living billing functions for approximately 520 residents.
- Supervised, trained and developed five billers and two system maintenance technicians.
- Audit ICD 9 CM, HCPCS and CPT codes for therapy and skilled services prior to submitting claims to Medicare, Medicaid and commercial insurers.
- Reconcile and verify charges, receipts and bank deposits for month end close.
- Data entry of monthly ancillary charges, diagnosis codes, resident census data, insurance, payer codes and bill specifications.
- Processed and completed Med A appeals.
- Monthly electronic billing and daily follow up of Medicare A, Inpatient B, Medicaid, Medicaid Hospice, Managed Care and

Demand Bills.

- Verify post and reconcile cash receipts, duplicate and over payments.
- Manage Spend Down and Benevolent Care accounts, balances and check requests.
- Update ALF, Managed Care, Hospice and Medicaid care levels and room rates.
- Maintain Medicaid Notice of Eligibility, Re-certifications and Income Changes.
- Monthly 90 day an over AR aging meetings. Resolved resident inquiries.

Accts Receivable Clerk

Renal Research Institute - New York, NY

May 1997 to April 2001

- Review claims for coding and billing errors prior to submission.
- Electronic, UB92 and HCFA1500 claim submission, correction and follow up of Medicare B, NYS Medicaid and commercial insurances.
- Batch cash application of patient and insurance payments. Processed Medicare appeals.
- Applied charge entries, write-offs, take backs, refunds, adjustments and balance transfers. Interfaced daily charges with facilities.
- Resolved patient and insurance company issues.
- Controlled aging of accounts with detailed follow up on over 60 days.
- Excel spreadsheet format for month end receipts, unapplied cash and monthly billing reports.

Senior Admitting Registrar

Mount Sinai Hospital - New York, NY

June 1988 to April 1996

- Addressed patient and visitor inquiries.
- Data entry of patient demographic and insurance information.
- Patient pre-admission and day of admission interview.
- Organized and verified patient charts, tests and bed assignments.



EDUCATION

Diploma in Medical Coding

Penn Foster College - Foster, PA

2016

Certificate of Completion in Medical Billing

Allied Medical School of Technology - New York, NY

1997

AAS in Business Administration

Iona College - Yonkers, NY

1989



SKILLS

- Over 30 years of experience in Medical Billing & Auditing, AR, AP, Cash Posting, Cash and Bank Reconciliation, Charge Entry, Problem Resolution and Customer Service. (10+ years)
- Successful in comprehending new systems and methods. Can identify and resolve account aging and billing issues.
- Effective communicator. Project and deadline oriented.
- Quickbooks
- Client Onboarding
- Payroll
- General Ledger Reconciliation
- CPT Coding
- ICD-10
- Insurance Verification
- Medical Coding
- Financial Statement Preparation
- Accounts Receivable
- Account Reconciliation
- Journal Entries
- Accounts Payable



ASSESSMENTS

Office Manager — Proficient

January 2020

Scheduling and budgeting.

Full results: [Proficient](#)

Work Style: Conscientiousness — Highly Proficient

September 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Attention to Detail — Highly Proficient

July 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Accounting Skills: Bookkeeping — Expert

August 2020

Calculating and determining the accuracy of financial data.

Full results: [Expert](#)

Data Entry: Accuracy — Highly Proficient

August 2020

Entering data quickly and accurately.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.