

Kelia McCurry

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317-241-4673

Strong dependable individual seeking position with a company as a Medical Billing Specialist or Registered Behavior Technician, to provide outstanding customer service through friendly and knowledgeable demeanor. Experienced professionals focused on meeting or exceeding objectives seeking new career opportunities.

Work Experience

Registered Behavior Technician

Lighthouse Autism Center-Indianapolis, IN

November 2023 to Present

- Provided direct one-on-one therapy to individuals with autism spectrum disorder (ASD) using Applied Behavior Analysis (ABA) techniques
- Collected and analyzed data on client progress, documenting behavioral observations and changes in behavior
 - Implemented strategies to promote skill acquisition in areas such as communication, socialization, self help, and academic skills
- Supported clients during community outings and facilitated generalization of learned skills into natural environments
- Maintained accurate records of client sessions, including session notes, data sheets, and progress reports
- Participated in team meetings to discuss client progress, review treatment plans, and make necessary adjustments

Registration Specialist

Hope Haven Psychological Resource-Indianapolis, IN

October 2023 to Present

- Verified insurance coverage and obtained necessary authorizations for medical services • Maintained strict confidentiality of patient records in compliance with HIPAA regulations
- Performed financial counseling for uninsured or under insured patients, offering alternative payment options when necessary
- Ensured smooth patient flow by coordinating with other departments within the healthcare facility • Provided exceptional customer service to enhance patient experience during registration process

Revenue Cycle Specialist

Synergy Recovery Network-Indianapolis, IN

June 2022 to October 2023

- Processed and submitted accurate and timely invoices for billing, ensuring compliance with company policies and procedures
- Reviewed billing data to identify discrepancies or errors, resolving issues promptly to minimize delays in payment processing
- Managed accounts receivable by tracking payments, following up on outstanding balances, and initiating collection efforts when necessary
- Collaborated with internal departments to resolve billing inquiries or disputes, providing excellent customer service and maintaining positive relationships
- Performed regular audits of billing records to ensure accuracy and completeness of financial data

Account Receivable Analyst

Aba Programming-Indianapolis, IN

June 2021 to June 2022

- Managed a portfolio of XX client accounts, ensuring timely and accurate collection of payments
- Performed detailed analysis of customer payment history to identify and resolve discrepancies or delinquencies
- Implemented efficient billing processes, resulting in a XX% reduction in invoice errors • Collaborated with sales team to resolve pricing disputes and negotiate payment terms with clients
- Developed and maintained strong relationships with key customers, improving overall account satisfaction by XX%

Account Receivable Analyst

ResCare-Indianapolis, IN

August 2019 to June 2021

- Served as the primary point of contact for resolving billing disputes or discrepancies raised by customers
- Maintained accurate records of all communications with clients regarding payment status or account adjustments
- Assisted in the implementation of automated accounts receivable systems, resulting in improved efficiency and accuracy in processing transactions
- Collaborated with cross-functional teams on process improvement initiatives aimed at reducing DSO (Days Sales Outstanding)
- Investigated root causes for late payments or non-payment instances, implementing corrective actions where necessary

Education

Associate's degree in Health Information Technology

Indiana Institute of Technology - Indianapolis, IN

August 2012 to May 2017

Skills

- Medical Billing
 - Data Recording
 - Compassion and empathy
 - Journal Entries
 - Documenting
 - Insurance Verification
 - Authorization
- Behavioral Health
- Autism Experience
- Individual / Group Counseling
- Computer skills
- Typing
- English
- Phone etiquette
- Microsoft Office
- Clinic
- Training & development
- Applied behavior analysis

- Group Therapy
- EMR Systems
- Experience with Children
- Behavioral Therapy
- Night audit
- Guest services

Certifications and Licenses

RBT Certification

Driver's License

Certified Behavioral Health Technician