

# Jillian Jacobson

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## PROFILE

Diligent team player who works well with patients, doctors and peers. Trained and familiar with several industry-standard software applications. Brings over seven years of experience to the table. Tireless worker who can accurately handle billing and coding tasks in high-volume environments while providing supervision to others.

## PROFESSIONAL EXPERIENCE

### Lead Medical Biller

Boise Presbyterian Hospital, Boise, ID | June 2015 - Present

- Oversee the work of subordinate billing and coding employees
- Process adjustments, denials, and payments
- Troubleshoot issues with claims
- Review patient and procedure records to ensure accuracy of billing
- Gather supplemental information from patients and doctors as needed

### Junior Medical Biller

Office of Dr. Ron Ronald, Boise, ID | July 2013 - May 2015

- Worked with patients to ensure accurate processing of Medicare, Medicaid, and private insurance claims
- Liaised with insurance company representatives
- Greeted patients as they arrived at the office, then took down their information and answered questions
- Helped patients make appointments and logged appointments into scheduling software

## EDUCATION

### Associate of Science in Health Information Management

Boise Technical University, Boise, ID  
September 2012 - June 2013

## KEY SKILLS

- Use of medical coding manuals, including the ICD-10-CM and the HCPCS Level II manuals
- Patient relations
- Communication with medical professionals and clinical staff members
- Operation of billing and coding software
- Inpatient and outpatient claims processing

## CERTIFICATIONS

- Certified Coding Associate, American Health Information Management Association, 2017
- Certified Professional Coder, American Coding Association, 2020