

Sunshine Steger

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Summary

Self motivated, dedicated healthcare professional with a proven track record of success; experience in both administrative and clerical care; strong communication skills.

Qualifications:

- 16 years of professional experience in the healthcare field
- Excellent organizational and management skills
- Adaptable from clinical to business professional
- Self-directed professional with superior problem solving, management, and communication skills
- Success in managing time, prioritizing tasks and organizing projects to improve the quality of patient care

Experience

Licensed Real Estate Agent
Coldwell Bankers Realty
11035 Medlock Bridge Rd. Ste. 70
Johns Creek, GA 30097
715600

July 2021- Current

**Atlanta Surgery Associates
Practice Manager
February 2016-September 2021**

Primary responsibilities are to direct, plan and coordinate the operation of the clinical and front office functions of 2 practices and 8 employees. Responsible for hiring, training, and conducting counseling and coaching of all the staff assigned to each practice

- Develop Guidelines for prioritizing work activities, evaluating effectiveness and modifying activities as necessary to ensure appropriate staffing levels are maintained.
- Ensures office supplies are current, mail is opened and processed, offices are opened and closed according to established procedures
- Handle all medical administrative tasks, which include purchasing, scheduling, payroll, and HIPPA compliance.
- Monitor insurance claims by running appropriate reports and contacting insurance companies to resolve claims that have not been paid in a timely manner
- Identify problem accounts and escalate as appropriate
- Update the patient account record to identify actions taken on account
- Established a monthly call schedule for surgeons & staff
- Monthly meetings with providers to go over profit and loss reports
- Marketing to primary care offices
- In charge of keeping the contracts with the Insurance companies up to date and current
- Very knowledgeable on our EMR system, eCW

**Healthcare Practice Managers
September 2014- Current, Healthcare Consultant**

Primary responsibilities include insurance credentialing, communicating with clients in order to identify operational problems and inefficiencies, perform preliminary research and examine existing data related to the problem, analyze employment numbers, revenue and interview personnel, use collected information to find ways of saving money or improving operational efficiency, submit written report to client which identifies inefficiencies and provides suggestions for improvement and may also assist organization with implementing proposed

changes

Apex Cardiovascular

Practice Manager, January 2015- December 2015

Primary responsibilities include managing all day to day operations for a 4 provider Cardiology office that has 15 employees. Maintains all provider schedules in office and on call, does all accounts payable for office and maintains Quick Books, oversees billing office, payroll and all HR functions in the office including hiring, coaching and firing of employees.

Chokshi Vision Center

Practice Manager, January 2014-August 2014

Primary responsibilities are to direct, plan and coordinate the operation of the clinical and front office functions of the 2 practices and 22 employees while still ensuring patient satisfaction. Responsible for hiring, training, and conducting counseling and coaching of all the staff assigned to each office

- Develop Guidelines for prioritizing work activities, evaluating effectiveness and modifying activities as necessary to ensure appropriate staffing levels are maintained.
- Ensures office supplies are current, mail is opened and processed, offices are opened and closed according to established procedures
- Handle all medical administrative tasks, which include purchasing, scheduling, payroll, and HIPPA compliance.
- Monitor insurance claims by running appropriate reports and contacting insurance companies to resolve claims that have not been paid in a timely manner
- Identify problem accounts and escalate as appropriate
- Update the patient account record to identify actions taken on account
- Oversees the surgical scheduling for 2 Ophthalmologic surgeons and 1 Optometrist at multiple hospitals and surgery centers.
- Established a monthly schedule for 3 providers, 2 offices and 22 staff members.
- Monthly meetings with providers to go over profit and loss reports
- Went out to primary care offices to do marketing, which included setting up lunches, dinners or meetings with the physicians to try and get our name out
- Instrumental in the implementation of the EMR system

Coastal Orthopedics, Fleming Island, FL 2012-2013;

First Coast Orthopedics (HCA) 2009-2012

Practice Manager

Primary responsibilities are to direct, plan and coordinate the operation of the clinical and front office functions of the 3 practices and 12 employees while still ensuring patient satisfaction. Responsible for hiring, training, and conducting counseling and coaching of all the staff assigned to each practice

- Develop Guidelines for prioritizing work activities, evaluating effectiveness and modifying activities as necessary to ensure appropriate staffing levels are maintained.
- Ensures office supplies are current, mail is opened and processed, offices are opened and closed according to established procedures
- Handle all medical administrative tasks, which include purchasing, scheduling, payroll, and HIPPA compliance.
- Monitor insurance claims by running appropriate reports and contacting insurance companies to resolve claims that have not been paid in a timely manner
- Identify problem accounts and escalate as appropriate
- Update the patient account record to identify actions taken on account
- Oversees the surgical scheduling for 2 orthopedic surgeons at multiple hospitals and surgery centers.
- Established a monthly schedule for 3 providers and 3 offices and 12 staff members.
- Monthly meetings with providers to go over profit and loss reports
- Went out to primary care offices to do marketing, which included setting up lunches, dinners or meetings with the physicians to try and get our name out
- Instrumental in the implementation of the EMR system

Memorial Neurosurgery Group, Jacksonville (HCA), FL 2006-2009 Referral Coordinator/Surgical Coordinator

- Scheduled surgeries for 3 Neurosurgeons. Took proper steps to ensure any that any necessary vendors and equipment is present as well as ensuring the appropriate room is scheduled for the correct amount of time
- Checked patients out and scheduled and obtained authorization for any testing that was ordered.
- Obtained surgical authorizations as well as collected any amount due before surgery
- Arranged any payment arrangements that would be needed with patients.
- Researched required information and maintained pending follow ups on a weekly basis

Ellison Vein Clinic, 2005-2006

Front Desk

- Successfully supervised and trained front desk personnel. Trained new employees on the daily operations of the front desk. Worked closely with Office Manager to ensure all weekly and monthly reports were accurate and on time
- Customer Service Representative for handling all calls regarding patient refunds, updates, insurance payments/denials and all other patient issues
- Checked patients in/out. Verified patient's eligibility with their insurance companies, scheduled and rescheduled patient appointments.
- Maintained accurate medical records
- Created a procedural manual for the check in process

Rehab Management 2002-2005

Account Representative

- Keyed all charge entry for 4 physical therapy clinics.
- Posted all payments made both in the office and over the phone.
- Handled the daily deposits and closes
- Talked to patients with questions about their bills

Carlos O Kelly's Mexican Café, 2002-2005

Server/Bartender

- A loyal employee in a fast paced restaurant that demanded unparalleled customer service. Working at this restaurant provided me the ability to deal with stressful situations while providing excellent customer service.

Education

North Iowa Area Community College, A.A. In Liberal Arts 2001

Strayer University, Currently enrolled in the program for my Bachelor of Business Administration with a concentration in Health Care Administration.

References available upon request