



COASTAL
HEALTHCARE ADVOCATES

LINKEDIN

[linkedin.com/in/lindsey-hewitt-1856b5136](https://www.linkedin.com/in/lindsey-hewitt-1856b5136)

TOP SKILLS

Decades of experience in people-oriented environments

Exceptional multi-tasking skills — reliable and productive

Computer information systems — data admin and security

CERTIFICATIONS

Fair Debt Collection Practices Act (FDCPA) Certified

Notary Public

Certified Mediator

Certified Professional Collection Specialist

COASTAL HEALTHCARE
ADVOCATES

(757) 574-0771

Monday–Friday, 8:00 AM–5:00 PM ET

info@coastalhealthcareadvocates.org

Lindsey Hewitt

Career Accounts Receivable Professional — Collector / Team Leader / Insurance Specialist / Instructor / QA

VIRGINIA BEACH, VIRGINIA, UNITED STATES

01 Summary

- Offering a solid background based on formal training, relevant certification, and over 27 years of experience in diverse business administration and customer-service-oriented environments—demonstrating superior leadership initiative, professional communications expertise, program enhancement creativity, and consistent performance success.
- Seasoned professional with a broad range of business skills. Articulate, diplomatic, engaging, and productive team leader with a unique background combining 22+ years of current experience in high-profile medical collections and 5 years of prior service as a Clerk of Court at the county level—both of which required superior case management skills, administrative excellence, and strict attention to detail.

02 Experience

AVERO DIAGNOSTICS / NORTHWEST (NW) PATHOLOGY

June 2022–Present · 4 yrs 4 mos

Accounts Receivable Specialist — Insurance Claims

- Based from home; currently working a second job as an Insurance Specialist for two national organizations. Handles and processes an average of 100 insurance claims per day involving women's health, men's health, and COVID test cases.
- Verifies patient eligibility for insurance coverage through web portals.
- Daily interface with insurance companies and doctors' offices to obtain diagnosis codes and patient insurance information.
- Follows up on all insurance claims by web portal, call, or other venue within 30 days of the initial claim—identifying and resolving denials, payment delays, and erroneous information.
- Writes and submits thorough, accurate, and persuasive appeals, including requisite documentation.
- Liaises with doctors to obtain essential referrals and pre-authorizations for assigned claims as needed.
- Compiles and maintains accurate, clear, concise, and complete account notes and records.
- Checks and ensures accuracy of explanation of benefits to patients before sending bills for co-insurance and deductibles owed.
- Checks and validates accuracy of all ICD codes billed to insurance companies for medical procedures.

CREDIT CONTROL CORPORATION

21 yrs 1 mo

Accounts Receivable Specialist / Team Supervisor

March 2022–Present · 4 yrs 7 mos

11821 Rocklanding Dr

- Requested to remain on staff after the sale of CCC in February 2022; transitioned to a new business model under new ownership as an A/R Specialist, fulfilling the same core responsibilities.
- Working from home, collects on a portfolio of millions of clients/patients for contracted customer healthcare organizations.
- As Team Supervisor, trains, coaches, and quality-assures the efforts of 24 home-based collection associates.

Medical Bill Collector

September 2005–February 2022 · 16 yrs 6 mos

- Accomplished 16+ years as one of 25 staff in the organization's Medical Collections Division, servicing a portfolio of millions of clients/patients for major organizations including Sentara Health Systems, the Medical College of Virginia, the University of Virginia and affiliates, Chesapeake Regional Medical Center, Bon Secours Maryview Medical Center, and Community Memorial Hospital.
- Expedited an average of 35 client contacts hourly to solicit payments, arrange payment plans, or initiate the legal collection process—a key contributor to a department production effort delivering ~\$2.5 million in collections monthly.
- Devoted half of each shift to administering accounts, conducting skip traces, contacting attorneys and insurance companies, researching workers' compensation claims, processing pay reports, and expediting other clerical tasks.

ANGELINA COUNTY DISTRICT COURT

February 1995–October 1999 · 4 yrs 9 mos

Deputy Clerk of Court

Lufkin, Texas, United States

- One of a team of six clerks working the reception line for four district/county courts. Initiated, filed, and assigned causes of action in civil, criminal, and family matters, including divorces, name changes, adoptions, serious personal injury, child custody and support, delinquent taxes, felony indictments, revocations, bond forfeitures, non-disclosures, and expunctions.
- Issued writs, citations, abstracts of judgments, executions, warrants, restraining orders, temporary orders, show cause orders, and subpoenas.
- Prepared civil and criminal appeals, attended trials and grand jury indictments, maintained exhibits, and provided clerical assistance to prosecutors and judges during court; assisted judges with caseload planning and management.
- Indexed records, conducted background checks and searches, maintained and filed permanent records, processed passports, and reconciled and deposited receipts into the Registry of the Court.

03 Education

Karen Richards Training & Mediation, LLC

Virginia Certified Mediator Certificate Program · 2018

Angelina College

Completed credits toward a Bachelor's Degree in Business Administration / Accounting · 1999

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