INDIGENOUS PACT

MANDI MATTHEWS

Billing Manager

ABOUT

Mandi has been in the healthcare industry her entire professional career. Whether behind the scenes scheduling appointments, abstracting information to code charts and submitting claims, to being on the frontline as the first smile people see as they enter the department-she has truly done it all. She holds a CCS credential (certified coding specialist) with plans to further her education in the future. She strives to continuously better herself to better serve the company she works for and the people they serve. Mandi is excited to be a part of the Indigenous Pact team and to make a difference in the world of tribal healthcare.

INTERESTS

FAMILY

EMPATHY

SUICIDE AWARENESS AND PREVENTION

MEANINGFUL RELATIONSHIPS

READING

HIKING

COOKING

CONTACT

mandi.matthews@indigenouspact.com

920-234-6634

EXPERIENCE

HSHS ST VINCENT HOSPITAL

- Served as Outpatient Coder, Coding Appeal Specialist and Commercial and Government Biller.
- Experience with multi-specialty outpatient coding, consistently exceeding productivity and performance expectations.
- Regularly led successful appeals recoveries of $100,000+ monthly.
- Knowledgeable in commercial and government billing such as Medicaid.

GREEN BAY ONCOLOGY

- Served as Green Bay Oncology Patient Service Representative Team Leader.
- Experience in scheduling patients and call center management.
- Ensured a smooth patient experience as patients navigated their cancer journey through the facility and collaborated with hospital departments on behalf of the patients.
- Utilized experience with medical records to successfully lead transfer from paper records to an electronic EMR.