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# Frances C. McGlone

8-27-10  
Friday  
10:00

## Experience

**2008-2010**      **Brown County General Hosp/Mt Orab Regional  
Family HealthCare Mt Orab, Ohio**  
**Front Desk Receptionist/Accounts Receivable**

*Due to outsourcing of the Physician Billing, I was transferred to the Mt Orab Practice, which had 5 Primary Care Physicians. Here I performed the following duties: I received patients in, checked the patient charts for accuracy, updated Health Insurance as needed and placed the chart up for the doctors to completed their visit. I was placed in charge of collecting outstanding balances from patients with a balance 90 days or more. I called patients for payment and or set up Payment Plans affordable to their budget. I had the responsibility of eight Centers. I was very successful at recovering substantial amounts during the course of the month. I performed diversified office duties with ease. I used Excel spreadsheets to perform these duties. Attached please find a spreadsheet which reflects the end results of my efforts on the*

**2007-2008**      **Brown County General Hosp/Physician Billing  
Customer Service/Front Desk Window**

*My duties are billing secondary insurances, answering phones and satisfying any patient questions about their bill. Securing proper insurance information for billing purposes. Applying insurance information on the MediTec system for insurance billing. Receive and post self pay payments to patient accounts. Assist AR girls as needed. Supplying Attorney's Offices with statements for patients treated at our facility. Compile and Submit worker comp claims. Assist with any other office duties needed.*

**1987-2004**      **York International Corporation Cincinnati, Oh.**  
**Service Assistant Secretary**

*My duties are accounts payable, payroll, accounts receivable, dispatching of service technicians. All of which are windows 97 based programs. Union reports through the Excel application. Weekly billings to large Industrial Customers. Secretary to the District Manager covering Cincinnati, Dayton, Columbus, Ohio and the biggest part of West Virginia. York is the 2<sup>nd</sup> ranking Industrial Air Conditioning Company in the Nation. Although I do not hold the title of Office Manager, I do perform as such.*

**1980-1987**      **Charles Cole Memorial Hosp. Coudersport, Pa**  
**Data Processing Operator**

*Operate hospital-based Motorola/TV Phase Systems equipment (terminals), and micro-computer, to prepare alpha-numeric information from source data submitted by departments for input and report generation. Transmission of daily keyed data through a data phone modem set. Also operate LA 120 Amherst Systems Digital Decwriter and Amherst Systems Microvax II for General Ledger and hospital budget information and reports.*

1979-1980 Northern Potter School District Ulysses, Pa.  
*Vocational Evaluator (Temporary)*

*Conducted vocational evaluations, utilizing the Singer Educational Career Systems. Evaluated over 100 students from 8<sup>th</sup> to 10<sup>th</sup> grades. Compiled student worksheets for later vocational guidance. The position was funded through CETA Public Service Employment Program.*

1974-1979 Roxborough Memorial Hospital Philadelphia, Pa  
*Keypunch Operator promoted to Assistant Credit Manager*

*As keypunch operator, I was responsible for various billing procedures. Operated an IBM 6000 computer for payroll purposes. Posted accounts payable on computer for all hospital equipment and departmental needs. Operated adding machines, Xerox machine and various office equipment. Promoted to Assistant Credit Manager position in January, 1978.*

*As Assistant Credit Manager, my duties included personal patient contact concerning arrangement of various payment services available. Reviewed past-due patient accounts for collection purposes. Specifically contacted insurance companies to resolve problems dealing with non-payment of patient accounts.*

*As a result of my efforts, over \$100,000 was recovered on accounts dating back 10 years.*

*I also substituted in divers positions during vacations and sick leaves.*

1959-1961 The Dairy Laboratories Philadelphia, Pa.  
*Billing Clerk*

*Manual billing and diversified office duties. Training to post billing on computer*

### ***Education***

1958-1959 Our Lady of the Holy Souls Commercial School  
 Philadelphia, Pa.

*Two-year business course, operation of office equipment. Completed course in one (1) year. Graduated with diploma.*

1974-1979

*attended several seminars on business management, collecting accounts, telephone techniques and the do's and don'ts of collecting. Seminars were conducted by Stanley Levin, Attorney, and other well known attorneys through the Hospital Credit Manager's Guild.*

### ***Interests***

*Very active in Church functions. Coordinator of Church Youth Group*