

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Dependable professional serving diverse needs of patients through active communication and responsive engagement with healthcare services and policymakers. Skilled at analyzing case files and databases to speed up inquiry response times and guide information through appropriate personnel channels. Maintains highest standards of ethics, professionalism and regulatory compliance to ease common stressors and de-escalate potential conflicts.

SKILLS

- Ability to simplify, and explain complicated concepts
- Educated in equitable practices
- Easily builds rapport with a variety of people of all backgrounds, through a calm demeanor and excellent active listening skill
- Proficient in
- MITS, EPIC, Microsoft Office Word, PowerPoint, Outlook, Excel Spreadsheets
- Accurate Data Entry and account auditing
- Strong time management, organizational skills, and attention to detail.
- Excellent oral, written, & interpersonal skills
- HIPAA Regulations
- Document Uploading
- Patient Advocacy
- Billing and Collections
- Medical Terminology
- Billing Issue Resolution and Support
- Spreadsheet Tracking
- Patient Interviewing Skills
- Benefits Explanations
- Fair Debt Collections Practices

WORK HISTORY

09/2018 to Current **Patient Financial Advocate**

St. Luke's Health System – Fruitland, ID Columbus, OH

- Complete comprehensive evaluations of patient accounts to identify areas of need for assistance and eligibility for internal and external medical assistance programs such as Hospital Care Assurance Program (HCAP), Medicaid, and charity programs
- Conducts motivational interviews in-person and telephone with patients and/or family members regarding financial assistance programs, Medicaid eligibility and qualifications
- Serve as single point of contact for medical clinic patients, following all applications to completion
- Collaborates with case manager and medical providers to determine patients need for medical assistance programs
- Remains up-to-date with federal program guidelines and company policy and procedures
- Identify and refer patients to community resources as needed
- Submit Medicaid Applications through Medicaid Information Technology System (MITS) as Authorized Representative
- Maintains Excel Spreadsheet of all financial patients and funds recovered
- Verified patient insurance eligibility and entered patient information into system.
- Provided excellent customer service to patients and medical staff.
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
- Engaged with patients to provide critical information.
- Processed payments using cash and credit cards, maintaining accurate records of transactions.

04/2007 to 02/2018 **Fiserv Senior Representative**

- Resolve customer concerns and deescalate supervisor requests on multi-line phone system
- Train new associates and existing associates on department processes
- Promote cohesion within the department by following procedures consistently and accurately answering questions from colleagues on a daily basis
- Draft unique letter correspondence and emails to business partners and customers
- Manage deceased and bankrupt accounts with empathy
- Serve as liaison between 3rd party contacted agencies

10/2005 to 04/2007 **Medical Project Analyst**

NA

- Knowledge of medical insurance procedures and terms such as copay's, coinsurance, deductibles
- Resolve payment disputes by conferencing health insurance companies
- Secure payment by screening, submitting and following up with patients regarding medical assistance applications
- Researched and accurately relayed information documented on medical system database
- Trained new associates in all office and call center procedures
- Accurately input credit card payments for the entire department

EDUCATION

05/2022

Bachelor's of Science: Human Development And Family Science.

The Ohio State University

- Magna Cum Laude, GPA: 3.85/4.00

05/2022

Diversity, Equity And Inclusion Certificate

The Ohio State University

- Member of Phi Upsilon Omicron Honor Society
- Elected to Treasurer for Phi Upsilon Omicron Honor Society, 2021-2022 Collegiate Chapter, 2022- Current, Alumni Chapter

06/2021

Associate of Arts

Columbus State Community College - Columbus, OH