

JESSICA CLAIRE

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SUMMARY

Detailed-oriented Professional Healthcare Representative bringing 6 years of experience in multiple healthcare environments. Decisive planner with excellent communication and healthcare oversight skills. Demonstrated extreme attention to detail to ensure accuracy of medical records. Positive and upbeat team player with good communication, organizational and time management abilities. Adept at handling simultaneous tasks.

SKILLS

- Data Evaluation
- Understanding Customer Needs
- Calm and Professional Under Pressure
- Responding to Difficult Customers
- Verbal and Written Communication
- Call Documentation
- Charting Expertise
- HIPAA Compliance
- Updating Medical Records
- Clear Communication
- Clinical and Operational Judgement
- Completing Insurance Forms
- Medical Billing
- Understands Medical Procedures
- Advanced Anatomy Knowledge
- Insurance Coverage Verification

EXPERIENCE

Customer Care Advocate, 09/2022 - 03/2023

Clearesult, Inc. – Oconomowoc, WI

- Promptly responded to customer inquiries and resolved complaints to promote loyalty.
- Delivered customer support to high call load each shift.
- Kept customer and system account information accurate and current to support timely resolutions for concerns.
- Educated customers where applicable to alleviate need for future contact.
- Researched resolutions, contacted necessary departments and responded to customer by phone, mail or fax as follow-up.
- Coordinated with various company teams to offer and implement successful solutions to customer problems.
- Monitored clients' insurance coverages to ensure changing needs were met.
- Processed changes in insurance policies and periodically reassessed client needs.
- Fielded inbound calls from customers inquiring about alternative insurance options to generate sales opportunities.
- Delivered quality care to customers through close collaboration with pharmacist.
- Verified prescriptions by contacting physicians' offices and receiving approval.

Certified Medical Assistant, 04/2021 - 03/2022

Osf Healthcare – Washington, IL

- Prepared treatment rooms for patients by cleaning surfaces and restocking supplies.
- Relayed messages from patients to physicians about concerns, condition updates or refill requests to facilitate treatment.
- Scheduled appointments for patients via phone and in person.
- Assisted with diagnostic testing by collecting and packaging biological specimens for internal and laboratory analysis.
- Secured patient information and maintained patient confidence by completing and safeguarding medical records.
- Interviewed patients to verify information, record medical history and confirm purpose of visit.
- Assessed, documented and monitored vital signs for patients within outpatient setting.
- Completed basic physical assessments of clinic patients to provide optimal care.
- Contributed to office operations by triaging patients by severity of medical complaint.
- Collected forms, copied insurance cards and coordinated patient information for billing and insurance processing.
- Measured vital signs and took medical histories to prepare patients for examination.
- Responded to patient callbacks and phone-in prescription refill requests.
- Cleaned and maintained medical equipment following procedures and standards.
- Labeled and completed lab requisitions using ICD and CPT coding.
- Conducted insurance verification and pre-certification and pre-authorization functions.
- Maintained inventory, vaccination and product expiration logs to record updated documentation for tracking purposes.
- Participated in team meetings to improve workflows and contribute to improving patient population outcomes.
- Documented notes during patient visits.

Certified Nursing Assistant, 01/2019 - 05/2019

Thedacare – Thedacare Regional Medical Center - Appleton, WI

- Answered signal lights, bells or intercom systems to determine resident needs.
- Facilitated activities of daily living, personal hygiene management, feeding and ambulation.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Conducted routine checks on patient vitals, blood pressure, blood sugar and heart rate.
- Observed and reported unusual symptoms and changes to charge nurse.
- Turned and repositioned residents using proper body mechanics to prevent pressure ulcers.
- Used mobility devices to transport patients.
- Helped residents walk with or without self-help devices.
- Looked for physical, emotional and symptomatic changes in patient condition and obtained necessary care for medical concerns.
- Exhibited compassionate care and communication regarding issues surrounding death and dying.
- Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
- Documented activities and recorded information in EMR system.
- Examined and treated patient lacerations, contusions and physical symptoms and referred patients to other medical professionals.

EDUCATION AND TRAINING

Certified Medical Assistant : Healthcare, 03/2020

Onondaga-Cortland-Madison BOCES - Liverpool, NY

- Completed Anatomy and Physiology Course
- Completed Pharmacology Course
- Completed Basic Life Support Course
- Completed CPR Course

Associate of Applied Science: Liberal Arts And Sciences, 05/2018

Tompkins-Cortland Community College - Dryden, NY

- Completed Anatomy and Physiology Course
- Completed Algebra Course
- Completed Cultural Anthropology Course
- Completed Foreign Language Course
- Completed Sociology Course
- Gay Straight Alliance Vice President, Secretary, 2015-2018
- Student Government Vice President, 2017-2018
- Student Involvement Committee President, 2017-2018
- Participated in Resident Assistant, Fall 2018

Nursing, 2018

University of Pittsburgh - Bradford - Bradford, PA

- Student Activities Board Member, 2018

High School Diploma: 06/2015

Henninger High School - Syracuse, NY

- Participated in Yearbook Club, Fall 2012

LANGUAGES

English:

Negotiated: