

# JESSICA CLAIRE

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## SUMMARY

Detailed-oriented Administrative/ Clerical support with extensive experience performing medical clerical duties and supporting 5 physicians in a busy medical office. Expertise includes with excellent communication skills demonstrated by 18 years of experience, verifying insurance coverage, records reviews and schedule maintenance.

## HIGHLIGHTS

- Results-oriented
- Maintains strict confidentiality
- Meticulous attention to detail
- Excellent communication skills
- Team player with positive attitude
- Strong work ethics

## EXPERIENCE

### **Customer Service Advocate**, 04/2014 - Current

Cvs Health – Phoenix, AZ

- Provided accurate and appropriate information in response to customer inquiries by Medicare Part B providers
- Explain Medicare Part B claim denials and how to correct claim for payment.
- Provide reference and resource material to providers and conduct research into some denials
- Verify and confirm beneficiary eligibility in Medicare Part A and B.
- Strictly followed all federal and state guidelines for release of information.
- Examined diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered.

### **Customer Service Representative**, 08/2013 - 04/2014

Metals Usa – Langhorne, PA

- Addressed customer service inquiries in a timely and accurate fashion.
- Explaining current Medicare D drug plan to members
- Taking medication refill orders
- Researching plan design copay structures and formulary change
- Providing pleasant, accurate customer service
- Providing information regarding changes to Medicare Part D drug plan structures Providing Medicare mandates procedures and updates.

### **Surgery Scheduler**, 02/1999 - 05/2013

Oregon Medical Group – Eugene, OR

- Efficiently performed insurance verification and pre-certification and pre-authorization functions.
  - Sending redetermination to insurance both private and government for surgical procedures
- Coordinate surgery schedule with patient, physician and operating room and provide patients with detailed information regarding dates, time scheduled and necessary
- Arrange and schedule pre-operative test for patient and maintains operating room schedule instructions, as directed by physicians.
  - Contact patient to remind of post-operative instructions, as directed by physicians.
  - Working knowing in Star Panel, Epic Hyperspace, and other systems
  - Verify patient eligibility, coverage for procedure, obtain pre-certifications, authorizations for procedures and tests ordered by physician.
  - Notify and forward paperwork for insurance certification to Billing Office and obtain additional paperwork if needed for compliance.
  - Responds to written and telephone inquiries from carriers regarding surgeries
- Perform clerical duties to support physicians and the surgery scheduling function regarding patient and surgery information

### **Office Assistant III**, 01/1996 - 02/1999

Alamance County – Alamance County, NC

- Responsible for printing daily schedules to pull medical records for clinic appointments and surgeries.
- Recorded and filed patient data and medical records
- Scanned and indexed clinic notes, pathology reports, lab tests, financial information in Electronic health record system
- Performed various administrative duties, including data entry and document preparation.
- Eliminated outdated records on annual basis by sending the records to be scanned
- Assisting medical students, doctors, nurses and secretaries archival retrieval
- Pick up, sort and distribute mail for clinic.

### **Clerk III**, 01/1995 - 02/1996

City Of Chattanooga – Chattanooga, TN

- Developed and created a more effective filing system to accelerate paperwork processing.
- Printing daily schedules, pull medical records for clinic.
- Verified that information in the computer system was up-to-date and accurate for appointments and surgery.
- Dispersed incoming mail to correct recipients throughout the office.

## EDUCATION

### **Bachelor of Science**: Health Care Administration with Concentration in Management, 1991

University of Phoenix - Nashville, Tennessee

Health Care Administration ,still in progress will graduate June 2016

### **High School Diploma**: Psychology , 1990

Belmont University - Nashville, Tennessee

Studies included Statistical Mathematics, Western Civilizations , Majoring in Psychology Minor in Sociology

### Algebra I & II

Stratford High School - Nashville, Tennessee

Studies included Algebra I &II and Trigonometry, Geometry and French I &II H

## ACCOMPLISHMENTS

- Healthcare Administration- still in progress Accomplishments Certificate thru Vanderbilt Training and Development Organizational Skills Certificate received on June 22, 2000.

- Attendance in Tenn-care in-service May 2003, January 2004, March 2004, July 2005, August 2005 for BCBS pre-certs.

- Working knowledge in Excel and with CPT coding, Completion of Administrative Assistants Conference September 2008.

## SKILLS

Scheduling, Strong verbal skills, Excellent written skills, ICD-9 and CPT coding