

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Helpful Patient Service Representative with 9 years of experience. Adept at collecting patient information, maintaining efficient office and coordinating with medical professionals. Extensive knowledge of patient satisfaction and commitment to patient happiness. Fluent in Spanish.

SKILLS

MS Word

MS Outlook

Internet

Advantix

care credit

meddraft

Credit card terminals, Telecheck

- Familiar with commercial and private insurance carriers
- Understands insurance benefits
- Composed and professional demeanor

WORK HISTORY

05/2019 to Current **Sales Personnel**

Cleveland Clinic – Kipton, OH

- Evaluated inventory and delivery needs, optimizing strategies to meet customer demands
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas
- Worked to develop network by identifying and pursuing new leads, attending industry events and building rapport with clients
- Answered customer questions regarding sizing and accessories and explained how to properly care for merchandise
- Engaged with customers to effectively build rapport and lasting relationships
- Assisted clients with city or county permit application process

09/2016 to 04/2019 **Patient Financial Advocate**

American Addiction Centers – Arlington, TX

- Precisely verified surgical eligibility and benefits with insurance companies
- Determined prior authorizations and/or referrals for outpatient procedures
- Maintained strict patient and physician confidentiality
- Responded to correspondence from insurance companies
- Identified and resolved patient billing and payment issues
- Evaluated patients' financial status and established appropriate payment plans
- Examined patients' insurance coverage, deductibles, possible insurance carrier payments and remaining balances not covered under their policies when applicable
- Updated patient financial information to guarantee accuracy
- Explained plans for treatment and payment options

11/2013 to 09/2016 **Payment Poster**

Bone And Joint Center, S.C. – Rib Mountain, WI

- Accurately posted payments and adjustments both electronically and manually
- Identified overpayments and processed refunds for insurance carriers and patients
- Entered financial data into company accounting database for verification and reconciliation, maintaining accurate and current accounts at all times
- Leveraged computerized accounting software to create and maintain accurate customer account records
- Input financial data and produced reports using Advantix
- Reported financial data and updated financial records in ledgers and journals

08/2010 to 11/2013 **Registration specialist**

United Surgical Partners International – City, STATE

- Professionally and courteously verified appointment times with patients
- Compiled necessary documents for business office
- Directed telephone calls to appropriate departmental personnel
- Maintained the front desk workstation by keeping it clean and free of personal items
- Provided patients with detailed instructions on how to fill out intake forms
- Answered a high-volume, multi-line telephone promptly and courteously
- Balanced deposits and credit card payments each day
- Took co-payments and compiled daily financial records
- Assisted patients in filling out check-in and payment paperwork

EDUCATION

2008

Medical billing and coding

Sanford Brown Institute - Houston, TX

- Coursework in Business, Accounting and Healthcare Administration