

JESSICA CLAIRE

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SUMMARY

Detail-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