

# Jessica Claire

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

## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## SKILLS

- Proactive and Self-Motivated
- Financial Recordkeeping
- Account Auditing
- Financial Calculation and Analysis
- Customer Relations
- Precision and Accuracy
- Data Entry and 10-Key
- Data Analysis
- Departmental Collaboration
- Critical Thinking
- Microsoft Office

## WORK HISTORY

### PATIENT THERAPY ACCESS CASE MANAGER 05/2022 to CURRENT

#### Carecloud | Seattle, WA

- Precisely evaluated and verified benefits and eligibility.
- Provided high level, comprehensive education and constructive feedback to physician's offices, strengthening professional relationships which ultimately resulted in higher reimbursement rates and maximum profitability.
- Examined patients' insurance coverage, deductibles, out-of-pocket, and various other billing details not covered under policies when applicable.
- Delivered continual support to my colleagues, the sales teams, and physician's offices directly.
- Took on various roles within the department and utilized knowledge obtained by previous professions to become a subject matter expert for all facets of pre-adjudication for Neuromodulation procedures.
- Responded to requests for information from various payers by providing clinical documents.
- Pre-certified neuromodulation procedures.
- Prepared billing correspondence and maintained database to organize billing information.
- Trained new employees on multiple medical billing programs and data entry software.
- Reviewed patient diagnosis codes to verify accuracy and completeness.
- Adhered to established standards to safeguard patients' health information.

### LABORATORY REVENUE CYCLE ADVOCATE 07/2021 to 04/2022

#### Abbott | City, STATE

- Supported management by processing financial transactions for both Care Centers and Laboratories, with consistent on-time delivery.
- Streamlined daily reporting information entry for efficient record keeping purposes.
- Entered figures using 10-key calculator to compute data quickly.
- Generated reporting for overall Revenue and Net Collections, and upon receipt of credentialing and contracting information tracked collection progress.
- Gathered, evaluated and summarized account data in detailed financial reports.
- Assessed data and information to verify entry, calculation and billing code accuracy.
- Managed and responded to correspondence and inquiries from customers and vendors.
- Input financial data and produced reports using Athena Software.
- Presented audit findings to Laboratory Revenue Cycle Director after reviewing results and paperwork.

### PATIENT THERAPY ACCESS CASE MANAGER 01/2019 to 07/2021

#### Inogen | City, STATE

- Precisely evaluated and verified benefits and eligibility.
- Provided high level, comprehensive education and constructive feedback to physician's offices, strengthening professional relationships which ultimately resulted in higher reimbursement rates and maximum profitability.
- Examined patients' insurance coverage, deductibles, out-of-pocket, and various other billing details not covered under policies when applicable.
- Delivered continual support to my colleagues, the sales teams, and physician's offices directly.
- Took on various roles within the department and utilized knowledge obtained by previous professions to become a subject matter expert for all facets of pre-adjudication for Neuromodulation procedures.
- Responded to requests for information from various payers by providing clinical documents.
- Pre-certified neuromodulation procedures.
- Prepared billing correspondence and maintained database to organize billing information.
- Trained new employees on multiple medical billing programs and data entry software.
- Reviewed patient diagnosis codes to verify accuracy and completeness.
- Adhered to established standards to safeguard patients' health information.

### ORDER ENTRY AND CLAIMS MANAGEMENT TEAM LEAD 06/2011 to 12/2019

#### CenCal Health | City, STATE

- Used various systems including Salesforce, Brightree, and Oracle, to research and solve complex billing issues related to Medicare, Medicaid, and Commercial Insurance policies.
- Trained my teams on billing rules and regulations, and assisted in reviewing medical documentation to ensure it was billable.
- Became a key contributor in various kaizens for inside and outside sales representatives across the U.S.
- Engaged in project management.
- Coordinated and collaborated departmentally and interdepartmentally.
- Reviewed and reported on metrics analyzing data and identifying trends.
- Completed accurate order entry and data verification.
- Communicated with customers to answer questions and perform account maintenance.
- Assisted customers by providing tracking information and resolving shipping or merchandise issues.
- Double-checked customer orders and information before filling out order forms to prevent unnecessary delays and errors.
- Informed customers by mail or telephone of order information such as unit prices, shipping dates and anticipated delays.
- Used Brightree and Salesforce to keep track of client information and orders, update accounts and monitor shipments to obtain and relay real-time information.
- Contacted customers to collect payments and verify or add to existing information, consistently providing timely, accurate and customer-oriented service.
- Processed and handled customer complaints, answering questions and providing alternative solutions.

### BILLING COORDINATOR 02/2009 to 06/2011

#### Company Name | City, State

- Used multiple Medi-Cal Screens to assist members with insurance issues (i.e. Eligibility, Pharmacy, Authorizations, & Claims).
- Completed 70+ billing issues a month by researching, and subsequently maintaining excellent communication with contracted/non contracted providers.
- Worked with various internal departments to assist members with their concerns.
- Processed 'Annual Eligibility Reviews' for our members, specific to the Healthy Kids Program.
- Logged financial and payer information.
- Composed letters to members on various issues regarding insurance.

## EDUCATION

Bachelor of Arts | Art 05/2008  
California State University - Stanislaus, Turlock, CA