

JESSICA CLAIRE

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SKILLS

- Program knowledge
- Applicant engagement
- Patient education
- Administrative supervision
- Insurance Knowledge
- ICD-10-CM Coding
- Medical terminology knowledge
- Payment Processing
- Data Entry
- Microsoft Program Proficient
- 10 Key / Typing
- Account Management
- Analytical problem-solving
- Complaint Resolution
- Pharmacy Knowledge
- Helpful and Service-Oriented
- Communicating to Patients and Families
- Verbal and Written Communication
- Documenting and Recording Information
- Calm and Effective Under Pressure
- Gathering Information from Patients
- Complaint Investigation
- Knowledge of Community Services and Programs
- Registration and Scheduling
- Claims Processing

EDUCATION AND TRAINING

Wooddale High School
Memphis, TN • 05/2009

High School Diploma

Strayer University
Washington, DC
Criminal Justice

SUMMARY

Compassionate Patient Care Advocate dedicated to smoothing communication between patients and hospitals. Analytical problem solver and clear communicator. Over fifteen years of customer service allowing character to be built to help people from all walks of life. Friendly, adaptable and collaborative professional, successful at devising satisfying solutions to complex problems. Able to identify problems and resolve them with little to no supervision.

EXPERIENCE

U.S. Physical Therapy - Patient Care Advocate
Sioux Falls, SD • 11/2021 - 07/2022

- Answers average of 150-175 calls, emails and faxes per day, addressing patient inquiries, solving problems and providing pharmacy benefit information.
- Identify and resolve problems related to package delivery inquiries/tracking.
- Return, reroute shipments as required and ensure address.
- Identify and report trends/problems and provide resolution, or escalate historical patient data to applicable therapy teams/management to determine root cause and resolution
- Maintain clear and concise documentation for each transaction and provide applicable follow-up with the therapy team and/or management.
- Assisted Pharmacist with creating medication labels to show correct dosage for patients.
- Gave over the phone assistance to patients regarding the correct syringes or correct dosage for different types of specialty medicines.
- Educated patients on side affects of certain medications and what to do if there is an allergic reaction or body rejects specialty medications.

Sedgwick Claims Management Services, Inc. - Consumer Care Advocate
Bedford, NH • 10/2020 - 09/2021

- Processed incoming calls, faxes and voicemails from claimants, providers, clients, attorneys, etc., resolving their claims related questions and issues in accordance with designed guidelines and policies.
- Communicated claims status and current claim activity with client and appropriate medical contact; responded to inquiries about jurisdiction- and claim-specific issues.
- Entered data into claims system(s) and ensured claim files were properly documented and claims coding were correct.
- Coordinated claimant address updates or changes with internal departments.
- Contacted third-party payors to obtain and confirm authorization for services and communicated necessary related clinical information.

Maximus, Inc. - Child Support Caseworker
Buffalo, NY • 01/2018 - 10/2020

- Assisted clients to acquire services that facilitate program goals (e.g., educational and/or vocational training, medical, child care, transportation, substance abuse/mental health, child support establishment, legal, and other related needs).
- Built solid and trusting rapport with children and families, fostering trust and communication to meet case needs.
- Contacted clients regarding missed payments and/or case updates.
- Followed-up with customers to ensure that their needs are met, questions, and concerns were resolved.
- Maintained accurate and timely case notes on all customer contacts and document activities.

Hill And Carruthers Enterprises - Customer Service Supervisor/Sales Administrative Supervisor
City, STATE • 03/2013 - 06/2017

- Established and updated work schedules to account for changing staff levels and expected workloads.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Actively supported service associates by quickly responding to questions via phone and email and finding appropriate solutions to customer issues.
- Maintained current and compliant financial records, monitoring and addressing variances through detailed analyses.
- Assessed personnel performance and implemented incentives and team-building events to boost morale.

Walmart Supercenter Store - Sales Associate/Cashier Team Lead
City, STATE • 10/2013 - 05/2014

- Provided positive first impressions to welcome existing, new and potential customers.
- Helped customers locate products and checked store system for merchandise at other sites.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Maintained records related to sales, returns and inventory availability.
- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.