

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
- Resourceful and reliable worker
 - Adept multi-tasker
 - Office support (phones, faxing, filing)
 - Medical terminology

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