

ROBERT SMITH

Business Office Specialist I

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A dedicated, dependable and honest customer service professional with over twelve years of experience in patient services and customer care. Known for ability to provide the highest level of efficiency and patient care. Leverages excellent communication skills to maintain strong relationships with patients and customers.

EXPERIENCE

Business Office Specialist I

ABC Corporation - MARCH 2011 - MAY 2012

- Work the front desk, register patients, collect co-pays and document patient charts.
 - Schedule surgeries, verify insurance and notify patients of financial responsibility due at the time of service.
 - Follow up on denied claims, and claims not paying in a timely manner.
 - Identify coding and billing issues from payer remits and work to correct the errors in a timely manner.
 - Run reports to monitor aged accounts that are not paid correctly and in a timely manner.
 - Post insurance payments to accounts and balance bill to patients
- Accomplishments The impact that I made on this position is that I was able to start this job and learn their processes very quickly.
- Skills Used Customer service is my strong point.

Business Office Specialist

ABC Corporation - 2006 - 2011

- Responsible for performance and accuracy of data input.
- Maintenance of patient medical records and data as well as the tracking systems for physicians' orders.
- Participate and work in a collaborative manner to assist in the timely and accurate submission of billing and payroll.
- Verify and continuously monitor Medicaid authorizations, approvals, and visits.
- Maintain office supply and medical inventory supply and distribution.
- Participate in Inventory Control processes.
- Demonstrate a desire to set and meet objectives and find increasingly efficient ways to perform tasks.

EDUCATION

- Associates Degree in medical Billing - 2004 (Anthem - Phoenix, AZ)

SKILLS

Strong medical receptionist skills, verifying insurance benefits, and also obtaining precerts.