

Jacqueline Slivinski

New Castle, DE | 302-753-6174 | Santiago.JS89@gmail.com

Professional Summary

Experienced and detail-oriented administrative professional with 15+ years of success in customer service, healthcare administration, and insurance coordination. Proven ability to manage high-volume administrative tasks, communicate effectively with patients and providers, and navigate complex insurance claims. Adept with dental software, insurance billing, and maintaining HIPAA compliance in fast-paced medical environments.

Key Competencies

- Calendar Coordination & Meeting Scheduling
- Note-taking & Documentation
- Workflow Monitoring & Task Follow-Up
- Insurance Verification & Regulatory Documentation
- Insurance Denials & Claims Processing
- Patient Scheduling & Prior Authorizations
- HIPAA Compliance & Confidentiality
- Payment Posting & Account Reconciliation
- Problem Solving & Conflict Resolution
- Real Estate Contracts & Client Management
- Adaptability in Fast-Paced Environments
- Highly Organized | Multitasker
- Remote Work Proficiency | Self-Sufficient & Reliable
- Collaborative & Personable Team Player

Technical Skills

- Advanced Tools: Microsoft Excel (filtering, sorting, formulas, formatting)
 - Office Software: Microsoft Word, Outlook, Teams; Adobe; Zoom
 - Microsoft Excel: Data entry, sorting/filtering, formatting, formulas
 - Cloud Collaboration: Google Docs, Sheets, Drive, Meet, Calendar
 - Dental Industry-Specific Tools: Dentrix & Eaglesoft Software
-

Education

Delcastle Technical High School – Wilmington, DE
High School Diploma, 2007

Professional Experience

Remote Appeals Specialist

Aspirion – Remote | July 2024 – Present

- Resolve medical accounts efficiently by conducting thorough claim investigations and follow-ups.
- Identify billing discrepancies and submit or escalate appeals to maximize reimbursement.
- Obtain and submit prior authorizations and document insurance communications accurately.
- Monitor claim status via phone, internet, and fax; ensure timely and detailed updates on patient accounts.

Real Estate Agent

Compass Real Estate, The Oldfather Group – *Lewes, DE / Feb 2025 - Present*

Patterson-Schwartz Real Estate – *Newark, DE / June 2022 – Feb 2025*

- Assist buyers, sellers, and renters in navigating the real estate market, tailoring services to fit timeline, budget, and property needs.
- Prepare and manage contracts, deeds, purchase agreements, and closing statements.
- Schedule and coordinate property showings, inspections, and client meetings.
- Negotiate offers and terms on behalf of clients, providing strategic advice and support throughout the transaction.

Administrative Assistant

Premier Dentistry of Christiana – *Christiana, DE / July 2020 – July 2024*

- Scheduled and coordinated patient appointments and treatment follow-ups.
- Verified dental insurance benefits, submitted pre-estimates, and obtained authorizations.
- Updated patient records with insurance information to ensure accurate treatment planning.

Administrative & Financial Coordinator

Middletown Family Dentistry – *Middletown, DE / Dec 2014 – July 2020*

- Created treatment plans, discussed financial arrangements, and managed payment plans.
- Ran and analyzed aging reports to manage collections for outstanding balances.
- Verified benefits, submitted and appealed claims, and processed authorizations for surgeries.

Administrative Assistant

George T. Derenzo, DDS – *New Castle, DE / Apr 2008 – Dec 2014*

- Processed dental claims and managed primary and secondary insurance submissions.
- Obtained prior authorizations and reviewed denials for corrective action.
- Communicated payment plans and coordinated future treatment costs with patients.