

## CUSTOMER SERVICE AGENT

### Professional Summary

To obtain a position that will provide me with the necessary tools in order for me to provide excellent customer service. One that will allow room for advancement and continued educational training.

### Skill Highlights

- Medical terminology
- Close attention to detail
- ICD-9 (International Classification of Disease)
- Adept multi-tasker
- Office support (phones, faxing, filing)
- Records maintenance professional
- Excellent verbal communication
- Familiar with commercial & private insurance
- Resourceful and reliable worker
- Excellent problem solver
- Insurance and collections procedures
- Composed and professional demeanor
- 10 key (11000kpm)
- Administrative Assistant
- Billing
- CPR certified
- CPT
- Data entry
- NexGen
- EHR
- Dispatching
- Documentation filing
- Goldmine
- Scanning & indexing
- Lawson
- Medisoft
- Microsoft Excel
- Typing 45wpm,
- Workflow Onbase
- Heat
- Fast Track
- Allegra
- Artiva

### Professional Experience

Customer Service Agent

February 2015 to Current Company Name - City , State

Answering phones

Discussing patient accounts with the patients

Providing assistance to patients with their bills

Reading EOB's to provide information

Collecting payments

Scheduling payment plans for large balance accounts

Updating patient information in Allegra

Changing the strategy on accounts

Update insurance information

Schedule claims to be sent

Print and mail documents (Financial Assistance Forms, Itemized Bills, Statements, & Receipts)

Fax documents

All other duties as assigned by management

File Clerk

July 2014 to February 2015 Company Name - City , State

- Sorting & prepping paper termed Employee Files Accurately removing any confidential patient information from all Employee files prior to scanning and indexing them.
- Working a daily report in Onbase Workflow to ensure all applications and background check information are properly scanned and indexed in the employees chart.
- Scanning and indexing supporting I9 documents Manual entry of I9 information into Heat Application Prepping and Sorting Education assistance documentation prior to scanning.
- Upload & Index documents sent via e-mail to the Medical Records online queue.

DME Billing Specialist

April 2013 to March 2014 Company Name - City , State

- Responsible for obtaining evidence of Durable Medical Equipment dispensed.
- Billing charges for equipment to the patient and/or insurance company.
- Obtaining evidence was not limited to reading doctor/surgical notes, locating & applying the appropriate diagnosis code (ICD-9) in order to ensure coverage.
- Locating ABN and other physical documentation scanned into the patient's medical chart for Medicare Billing.
- Maintaining deadlines and timely filing limits set forth by the appropriate insurance provider of the patient.
- Researched CPT and ICD-9 coding discrepancies for compliance and reimbursement accuracy.
- Maintained strict patient and physician confidentiality.

BILLING DOCUMENT SPECIALIST

May 2006 to March 2013 Company Name - City , State

- Responsible for the data entry of orders for Durable Medical Equipment dispensed from Advocate Hospital Emergency Rooms and Doctor's Offices.
- Applying the correct ICD-9 code and code coordinate based on the equipment provided.
- Responsible for answering and dispatching calls within the facility using Alcatel Overhead paging as well as through the phones.
- Assisted patients with questions in regards to their delivery of equipment or other services provided.
- Assisted walk-in patients with picking up or returning equipment.

- Created Letters and Certificates of Medical Necessity for Durable Medical and Respiratory Equipment.
- Contacted Physician's Offices to obtain this form of documentation for billing purposes.
- Searched data base for appropriate diagnosis codes, ABN's, and other signed physician's orders in order to provide proof for billing to patient's insurance provider.
- Volunteer experience WLQ Committee- 3 years Respect Initiative Committee 2 yrs.
- Researched CPT and ICD-9 coding discrepancies for compliance and reimbursement accuracy.

#### Education and Training

AAS : Medical Billing & Coding Reimbursement , 2016 Bryant & Stratton College - City

#### Billing and Coding Reimbursement

Health Service Administration Continuing education in Medical Coding & Reimbursement Medical Administrative Assistant Certificate of Completion: 1/2005 : Admin Assistance , 2004 Everest College - City , State

#### Medical Administrative Assistance

#### Skills

10 key, Administrative Assistant, attention to detail, Billing, CPR certified, CPT, data entry, data base, delivery, diagnosis, dispatching, documentation, e-mail, Fast, faxing, filing, forth, Goldmine, ICD-9, indexing, Insurance, Lawson, Letters, notes, Medical Coding, Medical Terminology, Medisoft, Microsoft Excel, Office, problem solver, Coding, reading, Scanning, Sorting, phones, Typing 45wpm, verbal communication, Workflow, Allegra, Artiva