

PATIENT CARE ADMINISTRATOR PATIENT CARE ADMINISTRATOR ADMINISTRATOR West Covina, CA Office professional with several experience working in a medical and administrative environment is seeking a position utilizing my skills and experience. Computer savvy, detail oriented and able to catch on quickly to new policies and procedures. Works well independently or a part of a team. Ability to interact with patients in and provided excellent customer service. Authorized to work in the US for any employer Work Experience PATIENT CARE ADMINISTRATOR SleepMed Therapy - Pasadena, CA February 2018 to July 2019 Contacted patients to discuss initial and ongoing supplies, scheduled appointments, heavy phones and reviewed insurance coverage Received referrals, input data, created orders, reviewed patient financial costs and compliance Assured that required documents are initiated, obtained, and maintained in a complete and timely manner, in order to obtain Medicare reimbursement Reviewed and completed Certificates of Medical Necessity, Advance Beneficiary Notices and received payments. Researched, reviewed and completed orders according to insurance guidelines MEDICAL PAYMENT COORDINATOR LA CARE HEALTHCARE - Torrance, CA May 2015 to April 2017 Coordinated checks received and refunds as well as processed check requests and entered all information into the system Compiled, created and organized all documents for refund process Created uploads and multiple spreadsheets for data Ability to communicate efficiently with other departments and team members Researched and provided check details for provider inquiries Trained new associates on office policies and procedures EDIT RESEARCHER HMS - Irvine, CA June 2013 to February 2014 Reviewed all the federal and state statutes, regulations, provider manuals, bulletins and other sources to identify changes and system edits (state rules) or new state rules Position required extensive research to provide up to date rules and regulations for each state Identified and made changes for new payment rules and input data into spreadsheets Analyzed information and acted as the subject matter expert of payment rules PROVIDER NETWORK DEVELOPER QTC MEDICAL GROUP - Diamond Bar, CA February 2011 to May 2012 Identified and created a database of providers within assigned area, researching all available resources Contracted providers of all specialties from initial contact through execution of contract Delivered excellent customer service

while maintaining a positive working relationship with providers   Supported expansion and network maintenance MEDICAL COORDINATOR ARCADIAN MANAGEMENT SERVICES - San Dimas, CA November 2009 to March 2010   Compiled claims needing to be reviewed by providers   Prepared and organized claims and EOB's in compliance for weekly audits   Handled all Release of Medical Records and correspondence Education None in Business Mt. San Antonio College - Walnut, CA June 2017 to Present Skills Billing (2 years), customer service (1 year), MEDICAL INVOICING (2 years), Medical Terminology (2 years), OFFICE MEDICAL (2 years), Medical Records, Receptionist Certifications/Licenses Driver's License Additional Information SKILLS   MS Office, Word, Excel and Outlook   Medical Terminology and Medical Records   Strong Data Entry and Typing 35-40 WPM   ICD-9 and CPT Codes   Excellent Communication, Customer Service and Organizational Skills   MHC, QNXT, CRM, EZ-Cap, MediSoft, Admini-Step, IDM and AOS, Brightree   Ability to Work in Fast Paced Environment   Great Time Management Skills

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