**SARAH PFOHMAN**

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**PROFESSIONAL EXPERIENCE**

Majoris Health Systems, Portland, OR United States

*Medical Services Coordinator, June 2012-Current*

* Comply with patient confidentiality policy, company policy, and state law
* Direct claims and be the primary point person responsible for planning case management activities to move the claim forward toward closure and return to work.
* Assume an active role in identifying red flags that prevent claim to progress expeditiously toward claim closure or return to regular work.
* Making independent decisions and communicating with the adjuster on plans of action
* Communicating medical management information to the insurer in a timely manner
* Keeping precert turnaround time within an average 24 business hour turnaround time.
* Close claims in a timely manner.
* Actively monitor ways to increase customer service to the customers so service exceeds their expectations

San Dieguito Synchro, San Diego , CA United States

*Assistant Coach, Feb 2011 – Mar 2012*

 Instructed synchronized swimmers in the 11-12 year age group.

 Develop training programs and routines designed to improve athletic performance.

Head & Neck Surgical Associates, Portland, OR United States

*Surgery Coordinator, Nov 2004 – Mar 2010*

 Arrange hospital admissions for patients.

 Contact medical facilities or departments to schedule patients for tests or admission.

 Operate office equipment such as voice mail messaging systems, and use word processing, spreadsheet, and other

software applications to prepare reports, invoices, financial statements, letters, case histories and medical records.

 Perform general office duties such as answering telephones, taking dictation or completing insurance forms.

 Receive and route messages and documents such as laboratory results to appropriate staff.

 Keep financial records and perform other bookkeeping duties, such as handling credit and collections and mailing

monthly statements to patients.

 Inventory and order medical, lab, or office supplies and equipment.

 Show patients to examination rooms and prepare them for the physician.

 Answer telephones, and direct calls to appropriate staff.

 Clean and sterilize instruments and dispose of contaminated supplies.

 Schedule and confirm patient diagnostic appointments, surgeries and medical consultations.

 Schedule appointments for patients.

CARE Medical Equipment , Portland, OR United States

*Medicare Claims Biller, Sep 2002 – Sep 2004*

 Trace delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or

through the questioning of neighbors.

 Contact insurance companies to check on status of claims payments and write appeal letters for denial on claims.

 Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return

merchandise.

 Sort and file correspondence, and perform miscellaneous clerical duties such as answering correspondence and

writing reports.

 Answer customer questions regarding problems with their accounts.

 Receive payments and post amounts paid to customer accounts.

**EDUCATION**

Blackstone Paralegal Institute, Pennsylvania United States

*Paralegal Certification 2012*

University of Portland, Portland, OR United States

*B.A. English/History, May 2002*

Blackstone Paralegal Institute, , Pennsylvania United States

*Paralegal Certificate, March 2012*

 Lexis Nexis Certification

 CPR/First Aid Certification

**ADDITIONAL SKILLS**