**Carmen I. Hernandez**

66 Kenyon Street

Springfield, MA 01109

Tel: (413) 331-9624

E Mail: carmenhndz3@yahoo.com

**PROFILE**

**Bilingual Spanish/English speaking, reading and writing fluently (both languages) Health Claims Specialist, Accompanied with an Associates in Secretarial Science, skilled in preparing, submitting, and processing medical insurance claims. Proficient in coding, executing billing procedures, highly capable of preparing fee and payment schedules.**

**SKILLS**

|  |  |  |
| --- | --- | --- |
| * CPT/ICD-9/HCPCS Coding | * Medi-Soft Simulated Billing & Coding | * Billing Forms CMS-1500, UB-94 |
| * Medical Terminology | * Microsoft Office | * Office Procedures |
| * Coder’s English | * HIPAA Guidelines | * MS Word /Excel 2007 |
| * Contracts UCR * Introduction to Psychology * Filing/Faxing * Data Entry | * CPC Review * Secretarial Procedures * Principle of Management * Bilingual Spanish/English | * Business Mathematics * Customer Service * Secretarial Accounting * Business Spanish |

**EDUCATION**

* **Branford Hall Career Institute, Springfield, MA,** *Health Claims Specialist Certificate* **2011**
* **American Educational College, Vega Alta, PR,** *Summer Seminar 39 hours, Claim Preparation* **2007**
* **American University of Puerto Rico, Bayamon, PR,** *Associate Applied Science* **1994**

**EXPERIENCE**

* **Baystate Medical Center: 2011**

**Neurology Office & Physician Billing Office – Springfield Mass. (Internship)**

Resubmission of Medicaid denied claims for payment, Research patient demographic information; Assist in chart preparation by pulling patient information from files, Overview of policies and procedures for various departments i.e. Physician Billing Office, and Outpatient Neurology, Filing charge tickets in Records Department and other secretarial duties.

* **Eldorado Club - Dorado, PR,*****- Secretary* 2002-2004**

Data entry in Window/Excel/Peachtree, Created invoices for past due maintenance fees, Deposits and

other secretarial duties.

* **LMGO International Brokerage, Inc. San Juan, PR*****- Secretary* 1997-2001**

Data entry in Window/Excel/Access, making out contracts, claims handling, claims documentations

and other daily secretarial duties.

**AWARDS**

* **Branford Hall Career Institute -** *Presidents List, Perfect Attendance* **2011**
* **American University of Puerto Rico -** *Magna cum Laude* **1994**

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**ASSOCIATION**

* **Branford Hall Career Institute, Springfield, MA -** *Student Council*  **2011**

**VOLUNTEER**

* **Hartford Hospital, Hartford, CT-** *Community Volunteer* **1987**

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**References:**

**Dr. Carmel Armon**

**Chief of Neurology**

**Baystate Neurology**

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**413-794-7282**

**Mrs. Lacy Florentino**

**Practice Manager**

**Baystate Neurology**

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**413-794-2253**

**Mrs. Sandie Godin**

**Medical Secretary**

**Baystate Neurology**

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**413-794-7282**

**Mrs. Jeanne Smigiel**

**Practice Associate II**

**Baystate Neurology**

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