

Jennifer Santos

Red Oak, TX 75154

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972-268-2794

-Experienced billing specialist, chiropractic office manager, administrative assistant, biller/collector, financial counselor/corporate liaison, and human resources manager.

-Familiar with MS Word, Excel, and Internet applications; able to learn new programs.

-Consistently recognized for my hard work, dedication, leadership, and communication skills.

-Detail-oriented, accurate, and dependable, with an uncompromising work ethic.

Authorized to work in the US for any employer

Work Experience

Insurance and Billing Specialist

Ellis County Medical Associates - Ennis, TX

October 2016 to Present

Medical billing for Orthopaedic Doctor and Primary Care Doctors

Insurance verification

Medical Records

Batch out, balance, and prepare deposit

Claims follow up and appeals

Scheduling

Help with referrals and authorizations

Eclinical works

Billing Specialist

Navarro Regional Hospital - Corsicana, TX

February 2014 to October 2016

Responsibilities

Claim billing and follow up

Insurance Collections

Appeals

Medical Records

Billing Systems-Athena, Ingenious Med, HMS, SSI

Referrals and authorizations

Insurance verification

Check-In/Check-Out

Scheduling

Patient collections

Cashier

Data entry

Submit GL adjustment sheets for contractual, denial, and discount amounts
Answer phones
Computers
Former Pediatric Supervisor
Order supplies and inventory

Skills Used
Multitasking
Fast learning
Customer service
Typing
Organizational
Auditing
Accounting
Clerical

Billing and Insurance Office Assistant

Lott Physical Therapy - Corsicana, TX
November 2013 to February 2014

Responsibilities
Make initial phone calls to patients and schedule appointments for both locations (Corsicana & Fairfield)
Insurance verification
Medical Records
Maintain authorizations for therapy
Audit member contracts
Billing-Medisoft
Data entry-Constant Contact
Answer phones
Cashier

Skills Used
Communication
Customer Service
Organizational
Typing
Multitasking

Human Resources Manager/AP/Payroll

Heritage Oaks West - Corsicana, TX
August 2013 to November 2013

Responsibilities
Review and process all applications
Enter all time corrections, PTO requests, and special types of leave
FMLA
Work Injury
Accounts Payable
Resident Trust Fund

Administrative Clerical
Data Entry-PeopleSoft
Phones
Payroll-Kronos
Orientation
Excel Reports/Labor Tracker
Schedule Interviews and meetings

Accomplishments

Ensured all immunizations were up to date in a short period of time. Updated all employee files.

Skills Used

Communication
Customer Service
Management
Organizational
Typing
Multitasking

HR Clerk

Texas Juvenile Justice Department - Corsicana, TX
February 2013 to August 2013

Responsibilities

Human Resources
Clerical
Data entry
Evaluations
Discipline
Payroll-Kronos
Attendance
Enter and review applications
Mail
Computers
Filing
Workers compensation
FMLA
Schedule interviews.

Skills Used

Decision and problem solving
Multitasking
Fast learning
Customer service
Typing/computer
Organizational
Communication

Billers and Medicare Collector

Navarro Regional Hospital - Corsicana, TX
February 2010 to February 2013

Responsibilities

Handle all claims for all insurances-SSI
Insurance verification
Medical Records
Medicare collections-DDE, CCSM
Appeal/correct RAC accounts
Submit GL adjustment sheets for contractual, denial, and discount amounts
Data entry-HMS
Phones
Filing
Computers
Complete reports due to corporate office
Financial counselor-Artiva
Commercial insurance collector
Peer interviews

Accomplishments

Nominated for employee of the month during the first quarter on the job.
Promoted to biller within the first year.

Skills Used

Multitasking
Fast learning
Customer service
Typing
Organizational
Auditing
Accounting
Clerical

Administrative Assistant

LPL Financial - Corsicana, TX
2010 to 2010

Responsibilities

Human resources
Receptionist
Filing
Phones
Set up accounts
Audited paperwork
Inventory
Prepared checks
Balanced check book
Accounts payable
Accounts receivable
Schedule client interviews/appointments

Quick books

Accomplishments

Lead Assistant

Skills Used

Clerical

Multitasking

Fast learning

Auditing

Typing

Office Manager

Ennis Chiropractic - Ennis, TX

2007 to 2010

Responsibilities

Managed front and back operations

Schedule patient appointments

Collections

Insurance verification

Medical Records

Human resources

Billing/coding-Medisoft

Clerical

Inventory

Workers compensation

Auto accidents

Accomplishments

Promoted from chiropractic assistant to office manager.

Skills Used

Multitasking

Fast learning

Customer service

Typing

Organizational

Clerical

Managing

Receptionist/Administrative Assistant

Allen Samuels Autoplex - Ennis, TX

2006 to 2007

Responsibilities

Provide outstanding customer service

Manage filing records

Handled switchboard

Issued red/black tags

Clerical
Cashier
Collections

Skills Used
Communication
Organizational
Computer
Typing
Clerical

Education

Associates in Science

Navarro - Corsicana, TX
2003 to 2009

Associates in Medical Office Management

Kaplan University Online
2006 to 2008

Ennis High School - Ennis, TX
1999 to 2003

Skills

Commercial Insurance, Insurance Verification, Medical Insurance, Medical Billing

Awards

Employee of the Month

2016

Employee of the Month Nominee

I have been nominated for employee of the month several times.

Additional Information

References:
Vicky Gilchrist
Corsicana TX 75110

Jennifer Azua or Edward Brown
Corsicana TX
903-654-6829

Dr. William Davis
Ennis TX
972-875-9377