

Ella S. Houston

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Objective: Customer Service / NRCMA with 10 + years' experience including call center experience. I am very motivated in maintaining customer satisfaction and contribute to company success.

HIGHLIGHTS OF QUALIFICATIONS

- Exceptional organization and problem solving skills
- Customer service oriented.
- Ability to remain poised when handling difficult customer/ provider situations.
- Effective team player, but able to work independently with little or no supervision.
- Consistently meet and exceeds monthly goals
- Verbal and written communication skills for supporting my job.
- Ability to prioritize and multitask; quick and effective problem solver.
- PC and database experience.

Work Experience:

Village Health Partners 2016- 2018

Receptionist / MA

- Insurance Verification BCBS, UHC, AETNA, and Medicare and Medicaid
- Collecting Copayments, Deductibles and Coinsurance/Past due balances
- Scheduling Appointments for several providers
- EMR
- Updating patients and providers demographics
- Assist with triaged calls
- Provider to provider referrals

Neighborhood Doctor 2014-2016.

Medical Office Assistant

- Insurance Verification BCBS, UHC, AETNA, and State GOVERNMENT PLANS
- Referral Coordinator – referring patients to specialists for further treatment
- Cross trained in front office and back office duties
- Check In/Out Patients
- Collecting Copayments, Deductibles and Coinsurance/Past due balances
- Scheduling Appointments
- EMR
- Updating patients demographics

Telvista 2010-2013

Customer Service Agent

- Handle customer inquiries and complaints.
- Provide information about products and services.
- Troubleshoot and resolve product issues and concerns.
- Document and update customers records based on interactions such as demographics.

Skills:

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 - Scheduling Appointments for several providers
 - EMR
 - Updating patients and providers demographics
 - Assist with triaged calls
 - Provider to provider referrals
 - Rooming patients.
 - Vitals
 - Triage
 - Phlebotomy (Very Experienced)
 - Injections
 - HgbA1c Panels
 - Lipid / CMP
 - Panels.
 - EKG'S.
 - Spirometry's.
 - Urinalysis.
 - Ordered Supplies.
 - Escribe Rx's.
 - Call patient with lab results.
 - PA/ Referrals.
 - X-Rays.
 - Patient History.
 - Clean exam rooms

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- Scheduling Appointments
- EMR updating patients demographics
- Handle customer inquiries and complaints

Education:

Milford High School: 1996 (High School Diploma)

Arlington Medical Institute: 2008 (Medical Assistant Certificate/NRCMA)