

Denisha Camp

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Objective

Excellent data entry and customer service skills; excellent problem solving skills; strong and positive work ethics; adapts quickly to change and self-motivated; ability to multi-task; excellent analytical skills; proficient with Microsoft Word, Excel, and PowerPoint, Visio, and Publisher; internet savvy and use of automated systems; ability to work well without supervision; self-motivator with the ability to learn new concepts quickly.

Professional Experience

Texas Health Organization Physicians – Dallas, TX

Patient Navigator September 2014-Present

- Organizing schedules and managing appointments for patients to ensure they receive services in a timely manner
- Facilitating communication between the patient, family members, and healthcare providers to ensure patient satisfaction and quality of care.
- Managing health care records
- Informing the patient on financial aspects of care and linking patient to financial resources as needed.
- Accommodating interpretive language services when needed
- Managing follow up visits and ensuring continuation of care and linkage to community resources

Texas Health Resources – Dallas, TX

Admissions July 2008 – August 2014

- Assists patients in understanding financial obligations; ICD-9 coding, collects co-payments, self-pay deposits, and patient balances to reduce Accounts Receivable.
 - Accurately gathers complete financial and demographic information to ensure medical records/billing process flows efficiently.
 - Obtains and/or updates verification of benefits and/or pre-certification for applicable tests and/or procedures.
 - Maximizes reimbursement for services rendered by appropriately identifying insurance carrier, benefits, etc.
- Prevents denials by ensuring timely notification of admission to insurance carriers.
- Maintains customer service and/or productivity guidelines set forth by applicable leadership.

Medical Edge – Dallas, TX

Specialty Registration Clerk – June 2006 – January 2008

- Register, schedule and triage all patients coming to the hospital for admission and/or treatment.
- Provide back-up for new patient scheduling and insurance verification as needed

Kaufman ISD – Kaufman, TX

Substitute Teacher – April 1993 – May 2006

- Serve in the capacity during the teacher's absence
- Maintain discipline and behavior in the classroom
- Follow the school's core curriculum according to the standards
- Plan, support, and collaborate with fellow educators and staff

EDUCATION

Trinity Valley Community College, 2015

Business Administration

Currently Attending