



# Audrey Jackson-Mason

Medical Administrator



## Summary

Patient-oriented Medical Receptionist/Administrative Assistant with strong attention to detail, professional telephone etiquette and organization skills. Efficiently skilled in tackling administrative tasks in a fast-paced environment.



## Experience

2017-08 -  
2017-12

### Admissions Specialist

- Texas Health Resource- Dallas Presby
- Accurately gathered 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.
  - Assists patients in understanding financial obligations; collects co-payments, self-pay deposits, and patient balances to reduce Accounts Receivable.
  - Maximizes reimbursement for services rendered by appropriately identifying insurance carrier, benefits, etc. Prevents denials by ensuring timely notification of admission to insurance carriers.

2017-01 -  
2017-07

### Physician Office Rep

- Baylor Scott and White
- Assist with patient registration and accepts payments
  - Schedule, confirm and verify patient appointments and insurance information
  - Receive and direct phone calls, patients, and other visitors
  - Insurance verification and collections

2016-09 -  
2016-12

### Medical Front Desk

- TX Pain Recovery Center
- Answered phones.
  - Scheduled patients and collected payment for services.
  - Sorted faxes and routed to correct staff member.
  - Logged referrals and updated referral status.
  - Verified insurance benefits, comprehensibility and preauthorization information.
  - Faxed out Rx and treatment letters to treating doctors' office.
  - Created and scanned in new patient charts.
  - Scored psychological assessments.
  - Checked supplies and placed orders as needed.
  - Kept work area well organized. Perform other duties as staff demands required.

2014-08 -  
2015-05

### Medical Customer Service Rep

- Minimally Invasive Spine Institute
- Assisted in the maintenance of medical charts and/or electronic medical



## Personal Info

### Address

8613 Old Hickory Trail #3004  
Dallas, TX 75237

### Phone

972-510-9808

### E-mail

audrey.jacksonmason@gmail.com

### Date of birth

1986-07-01



## Skills

EMR- Epic, Centricity



Commercial, private and government insurance



Understands insurance benefits



MicroSoft



- records
- Answered and quickly redirected numerous calls.
- Scheduled patients and collected payment for services.
- Logged referrals and updated referral status.
- Verified insurance benefits.



## Education

- 2005-08 - 2006-05 **Navarro College**  
Criminal Justice major
- 2012-02 - 2013-05 **Everest College**  
Pharmacy technician