**stephanie lewis**

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OBJECTIVE

To obtain a rewarding professional patient-centered position with a stable

company that allowed me opportunities for personal growth.

EXPERIENCE

**Texas General Hospital 6/2012 – 7/2016**

* **Business Office / Patient Access Manager**
* Oversee registration/insurance verification staff/ front desk staff/charge entry.
* Review/Oversee in-house patients to ensure notification is made to insurance

companies and self-pay is referred to RCA timely.

* Performs QA checks on previous day’s patient folders for accuracy and

completeness of information, patient demographics, and insurance information.

* Daily fax to Summit Medical – ER and IP face sheets.
* Promote excellent customer service in all admission departments.
* Determine schedules and workload for department
* Review and turn in payroll as needed
* Covered areas in registration when needed. ED dept and main admissions

Baylor Waxahachie 4/2016 – Present

Access Service Representative II

* Registered patients in ED department
* Collected copays or amounts due
* Verified insurance
* Provided financial assistance alternatives for uninsured pts

**DCMC-Specialty Care Physical Therapy 6/2008 – 6/2012**

* **Patient Access Representative II**
* Processed payments and generates the appropriate patient receipts
* Obtained demographic, insurance, and financial information from

patient or guarantor.

* Entered information in computer system in an accurate

manner.

* Verified insurance eligibility and benefits and ensures all
* notifications and authorizations are completed within the required

timeframes.

* Entered all authorization received from via fax in computer system.
* Explained required forms to the patient or guarantor and

obtained the necessary signatures.

Performed team lead duties regarding assist with staffing, attending meetings for my supervisor when needed, assusting supervisor with any reports, issues, etc.

**SDTC-Spine Diagnostic Treatment Ctr 1/2006 – 6/2008**

* **Front Desk Coordinator**
* Scheduled patients
* Check in/out patients
* Verified insurance
* Cross trained for back office
* Answered phones
* Helped coordinated front desk

**Medical Center at Lancaster 7/2001 – 12/2006**

* **Admissions Coordinator**
* Registered all patients arriving through emergency room as well as  
  for outpatient services.
* Verified insurance information.
* Collected most co-pays and monies due at time of service.
* Performed bed assignments to patients being admitted
* Obtained authorization for all procedures and admits

EDUCATION

Queen City High School Diploma

NAU – Distant Learning Associates Degree Healthcare Management

* HealthCare ManagementCertificates:
* Comprehensive Study of Economic
* State Regulations
* Employment and Legal Issues in Today’s Workplace
* Texas WorkforceCommission
* Star Performance Certificate 2011

SKILLS

* Microsoft Word/Outlook, Typing – 65wpm, Data Entry, Excel,TPX/A2K, PowerPoint, Meditech, CPSI, EMDs, Copier, Fax, Scanning, Medic,Scheduling, Customer Service, PBX Switchboard, Excellent phone etiquette,Apropos Phone System, Compass, Collections, Filing, Allscripts, MedHost, Recondo, Patcom, etc.