**COLLEEN HELMS**

203 Monticello Drive, Waxahachie, TX 75165 ▪ **Tel:** 214-399-1915 ▪ **E-mail**: crfhelms@yahoo.com

Productive and goal-driven who expertly manages all duties and organizes/prioritizes tasks to complete multiple concurrent projects. Eager to positively contribute to the growth and success of a reputable healthcare company.

* Expert communicator who assists in driving organizational goals by ensuring key information is transferred to appropriate personnel and providing optimal office support.
* Able to produce similarly exemplary results working independently and within team scenarios.
* Effectively cross-trains to handle a plethora of office duties and increase individual value to the organization.
* Maintains numerous computer program proficiencies, while typing 60 words per minute with 10-key skills.

MEDICAL EDUCATIONAL BACKGROUND / CORE SKILLS

National American University- **Bachelors in Healthcare Management| 2015-Present**

Ultimate Medical Academy – *Tampa, FL* / **Health Science Assoc. in Science Deg. - Medical Admin. Assist.** │ 2014

Ultimate Medical Academy – *Tampa, FL* / **Medical Administrative Assistant Diploma** │ 2013

* Competently prepare and submit electronic/paper claims to numerous insurance companies.
* Collaborate across billing/collections departments to ensure billing-related issues are resolved, while readying patients for examination and treatment.
* Schedule appointments, obtain patient insurance authorizations for procedures and collect medical histories.
* Able to assist in the maintenance of medical charts and electronic health record (EHR) systems to prepare prescription refill requests on behalf of the physician.

Medical Office Procedures with Software Applications ▪ Office Accounting ▪ Principals of Management

Computer Information Systems ▪ Interpersonal Professional Communication ▪ Insurance Verification

Medical Law & Ethics ▪ Medical Record Management ▪ HIPAA ▪ Basics of Patient Proc. &Accessing

Electronic Health Records ▪ Electronic Medical Records ▪ Customer Service ▪ Human Pharmacology

Introduction to Medical Assisting ▪ Medical Terminology ▪ Medical Transcription ▪ Medical Billing

Pathophysiology for Medical Office ▪ Anatomy & Physiology ▪ Intro. to Healthcare Coding

MEDICAL WORK EXPERIENCE

Intermedix- Mansfield, TX / **Insurance Collections Specialist/Reimbursement Specialist |** July 2016 – November 2017

* Research and resolve underpayments from insurance, Complete daily report duties, Pursue collection of underpayments from commercial insurance, Perform follow ups with payers, Appeals and claims corrections, Eligibility verification via web/phone, Meets required monthly productivity

Reagan Eye Center- Waxahachie, TX / **Ophthalmic Assistant |**Aug, 2014 – April, 2016

* Quality Assurance Auditor, Coding, Payment Posting, Insurance Preauthorization, Insurance Aging, Patient Aging, Clinic and Surgery Eligibility daily, Appeals and Claim Corrections, New Hire Training.
* Clinic Supplies Ordering, Doctors Scribe, Operate all medical equipment and technology.

Reagan Eye Center – Waxahachie, TX/ **Ophthalmic Technician │** Oct, 2013 – Aug, 2014

Master Eye Associates – Arlington, TX/ **Optical Technician │** Feb, 2013 – Oct, 2013

* Provide outstanding administrative assistance through: Answering phones, entering patient appointments into the company computer system, verifying insurance, billing/submitting insurance claims and filing patient charts.
* Successfully cross train to competently complete a multitude of daily functions, including performing preliminary testing on the auto-refract, NCT and Optomap equipment.
* Communicate effectively with all clients and personnel to ensure smooth business practices and eliminate issues.

Family Care – *Waxahachie, TX* / **File Clerk – Home Healthcare │** 2011 – 2011

* Performed numerous office duties, such as: Typing and filing key documentation, answering phones, operating office machines and sorting mail.
* Took inventory and examined medical supplies to identify items to be reordered and replenished.
* Filed patient records, created patient charts, discharged patients and performed data entry for processing patient codes, while communicating effectively with all company personnel to ensure fluid operations.