**Ronethia Miller**

**ronethiamiller@gmail.com**

**469-316-4226**

**Objective**

**Looking for an opportunity to work within a company that will allow me to advance and refine my skills and knowledge.**

**Summary of Qualifications**

* **17 years of data entry, customer service and medical administrative experience**
* **Strong interpersonal skills, having dealt with a diversity of professionals, clients and staff**
* **Cooperative and flexible team player; equally effective working independently**
* **Computer skills include MSOffice, PeopleSoft, Applicant Flow, PowerPoint, UltiPro, Excel, and Internet**
* **Work on multiple projects under pressure and meet strict deadlines**

∙​**Proficient on hospital, ambulance, psychiatric, home health &DMERC, ICD-9 coding, provider/supplier codes, CPT procedure codes hospice, and doctor claims**

**Employment Experience**

**Web TPA- Irving, Texas**

**12/2015-01/2018**

**Medical Customer Service Rep.-**

**Answer questions from providers and members about benefits and eligibility**

**Escalate calls to the necessary department when appropriate**

**Make callbacks to customers as needed**

**Maintain a high accuracy level by providing complete and accurate information at all times**

**Document notes of each call to ensure all information is saved correctly**

**Abide by all Customer Service Goals as set by the Manager of the department**

**Parkland Health & Hospital System Dallas, Texas**

**Hematology/Oncology Clinic 05/09- 10/14**

**Clinical Staff Assistant/**

**Clinic Navigator Asst- Lung ENT, Lung SBCC, Breast, Multi breast Surgery,**

**Surg-Onc Surgery & GI/GU-**

**Responsible for pulling New Patient referrals**

**Input Denials or Authorization giving from the Physicians**

**Schedule New Patient Appointments / Labs**

**Scheduling financial assistance for New Patients**

**Request medical records, path reports, scans**

**Monitoring New Patient referrals on daily basis**

**Assisting the Physicians with patients records, appointments etc. Scheduling surgery dates, testing, anesthesia scheduling all pre-ops for surgery etc.**

**Greet patients, confirm appointments date and time, verifies and obtains Demographic information and insurance identification to ensure patient information is documented in a timely and effective manner. Retrieves, coordinates, and set up medical records for schedule daily appointments: order test. X-rays, mamograms, mri's.**

**Schedule follow-up patient appointments and performs no shows and cancellation procedures to optimize available appointment times.**

**Act as primary contact for unit, responds to information request from doctors, nurses and patients.**

**Accept co –pays and pharmacy payments.**

**Parkland Health & Hospital System Dallas, Texas**

**Care Management/ Social Services Department 11/07-05/09**

**Data Entry Operator-**

**General Clerk II**

**Receives and reconcile physician orders and plan of care from home care agencies Answers phones, takes messages, route calls and provide routine information to callers.**

**Work Front receptionist desk, assist patients and vendors**

**Input Medicare denials**

**Activates automated system, accesses appropriate screens, and keystrokes data into the system**

**Proofs input, verifies completion of all data, and returns incomplete or inaccurate work to source for completion or modifications.**

**Accesses report writer for automated systems utilize and runs standard or by- request reports.**

**Process Home Care Referrals, Recertification’s**

**Faxes, distribute mail, filing**

**Assist Oncology Department (Mailing out clinical appointments,**

**Calling patients reminded of appointments**

**Ordering different lab test or reports from different hospital or doctors’ offices. (Assist Oncology)**

**Quest Diagnostics, Irving, TX 02/03-08/05**

**Techician Cytopreparatory/ Client Support Rep**

**Insurance verification, keying requisitions, data entry**

**Processed specimens, set-up vitek, pickup/sort, processed blood cultures**

**Accessions and processes Gynecologic specimens for microscopic evaluation.**

**Assigning accession numbers, and Thin Prep Processing**

**Disposes and labels biohazard waste appropriately**

**Trailblazer Health Enterprises/Medicare, Dallas, TX 05/01-08/02**

**Medicare Representative (Part A & Part B)**

**Assist over 50 Beneficiaries or more daily, process review claimsResearch adjustments on claims, Secondary Billing verification, fraud &overpayment claims**

**Contacted doctors offices and hospitals regarding claims**

**Education: Tatum High School**

**Richland College- Real Estate**

**American Public University- Business Administration (Associate Degree) - Present**