**Ebony Chatman**

**781 Bahama lane Lancaster TX 75146 ∙ (214) - 431-9730 ∙** [**Echatman70@gmail.com**](mailto:Echatman70@gmail.com)

**SKILLS**

Efficient with faxing, IVR recordings / ability to maintain confidentiality under the privacy act / Clinical Review / Accounts payable / Invoicing / Scheduling / Billing / Collections / Data Entry Analyst / patient Verification /coverage determination/Certify Budgets / CRT / PC Proficiency (Excel, Word, PowerPoint) / 10-key / Type 45-50 (WPM) / Decision Making /Time management / prior authorization / Conflict Resolution /order processing / inventory / help desk / Dispatcher/Updating Spreadsheets /Accounting / Credit Card Processing / intake specialist / patient care coordination / book keeping / phone records / technical support /Ability to work with minimal supervision / Effectively analyze large amounts of information or data across multiple platforms./Leadership/ Adaptability

**WORK EXPERIENCE**

**Home Health Care (Part-Time)**

Caregiver  **September 2017 to Present**

Assist with walking and light exercise ,Plan and prepare meals followed by clean-up,

Monitor food expiration dates, make future meals ,Make beds and change linens, as needed,Light housekeeping ;dusting and vacuuming, Assist with bathing, dressing and grooming,Laundry and ironing,Take out garbage ,Run errands pickup prescriptions and request refills, dry cleaning, Provide medication reminders, Escort on appointments :hair salon, Escort to religious services and calendar events and organize her mail.

**Oncor Electric Delivery –( Pinnacle Contractor )**

***Market Operation Support Analyst* August 2017 to June 2018**

Accurately review researches and responds to Electronic Data Interchange (EDI) transaction issues and exceptions, Resolves Market related issues submitted by Competitive Retailers through the ERCOT MarkeTrak System, Provide troubleshooting and problem resolution to field operations,Analyze large amount of Data ,Data Entry,Ensure operational issues are resolved in a timely and decisive manner or escalated appropriately.

**Humana September 2015 to August 2017**

***Customer Service Specialist***

Data entry, billing and invoice inquiry / technical support, refilling and reaching out to physicians or local pharmacies for members maintenance medications, providing explanation of benefits, updating payments in epost and patient demographics.

**Prime Therapeutics August 2013 to September 2015**

***Call Center Representative***

Refilling and reaching out to physicians or local pharmacies for members maintenance medications, collecting pass due balances and mailing out invoice inquiries, verify coverage with members’ insurance company, verify benefits for the plan year and start (pa) prior authorization process for any non-covered medications for various states under Blue Cross Blue Shield.

**HMS February 2011 to August 2013**

***Verification specialist***

Verify Medicaid coverage as well as primary coverage to help medical collectors collect any lost wages for health care cost and fraud abuse, billing and claims also to prevent any delays for members at their physician office beforehand by verifying active eligibility for insurance purposes, data entry, outbound phone calls to Dr.’s office, customers and insurance companies to verify past due amounts before collection calls are made by third parties.

**Jarvis Christian College August 2008 to January 2011**

***Administrative Assistant***

Administrative assistant; printout of grades and learning metrics for new courses, print assignments and input grades in the system to report to financial aid for verification for attendance follow up for reimbursement for financial aid tuition, Provide secretarial support for multiple managers and their staff Coordinate and organize meetings and other department activities, Process purchasing card statements, travel cards, miscellaneous invoices, and report time.

**EDUCATION**

***Associates in Arts***

Cedar Valley College

2016 to 2018

***High school diploma***

Texas Can Academy - Dallas, TX

2004 to 2008