**Tomika Coleman**

**107 Mesa Wood Circle**

**Glenn Heights, Texas 75154**

**Mobile: (469) 245-1076**

**tomikacoleman997@yahoo.com**

**Objective:**

Seeking a position that will utilize my professional skills as a customer service representative, with a company that allows growth and professional commitment*.*

**QUALIFICATIONS & SKILLS:**

* Twelve years of professional work experience
* Proficient in medical terminology and Charge entry
* Excellent customer service skills
* Dedicated and hard-working
* ICD-10 & ICD-9/CPT and HCPS CMS-1500/UBo4
* Microsoft Office
* Power Point
* Medisoft
* CPR CERTIFIED

**PROFESSIONAL BACKGROUND:**

**Baker’s Home Care Service**

**Receptionist**  **2/17 – Present**

* Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
* Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
* Ensures availability of treatment information by filing and retrieving patient records.
* Maintains patient accounts by obtaining, recording, and updating personal and financial information.
* Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing,

**Bessie Coleman Middle School 10/14- 2017**

Nurse Aide/Child Nutritionist

* Take blood pressure and determine if range is abnormal, administer students controlled medications, monitor vital signs.
* Answer calls for help and determine if additional help is needed.
* Observe student’s physical, mental, and emotional conditions.
* Supervise the storage and care of food items and supplies.
* Establish and enforce standards of cleanliness, health, and safety.

**TEXAS HEALTH RESOURCE/CORNER STONE STAFFING**

**Insurance Verification-** **11/11 - 2012**

* Obtain accurate and complete demographic information during Pre-Registration Admission pertaining to the patient account Utilizes Nebo address verification, and keep patient’s information confidential.
* Maintain knowledge and application of all admission processes and procedures for patients in reservation status.
* Maintain productivity average as set by the Patient Access Council or the Department, following the assigned daily schedule, understands and utilizes PHS scheduling system to verify the patients’ procedure(s) as well as understands the use of the PAIC button.
* Maintain knowledge of the Financial Policy Coordinate accurate patient data to determine financial obligation based on the financial policy collection of insurance co-payments, deposits, and patient balances. Utilizes online verification tools, Nebo, or E-Care to obtain patient benefit information.
* Took initiative to resolve account with and without supervision, Works towards department’s goals and visions as an individual and team member. Ensures up to date knowledge of policies and procedures and compliance issues pertaining to the Admission Department.

***White House Color Custom-*** Mesquite, Texas **’10-‘11**

Biller

* Billing
* Data Entry
* 10-key
* Shipping
* Filing

***A-Plus Home Health Care Agency-*** Dallas, Texas

Professional Care Attendant **’09-‘10**

* Patient care
* Laundry
* Shopping
* Assist in home care

***Dr. Benedict Olusola, MD-***  Desoto, Texas

Medical Clerk- *temporary* **’08-‘08**

* Appointment Scheduling
* Insurance Verification
* Medical Records Processing
* DME’s and DOT’s
* Physicians Orders Processing

**EDUCATION & TRAINING:**

***Everest College-***  Dallas, Texas **2008**

Medical Insurance Billing and Coding