**BENJAMIN CARRILLO**

1409 N Zang Blvd APT 1531 Dallas, TX 75203 | 214-604-6113 | benjaminxcarrillo@gmail.com

EDUCATION

Skyline High School, Dallas, TX

High School Diploma

(972) 502-3400 2004

University of Dallas, Irving, TX

B.A. in Philosophy and Letters

(972) 721-5000 BA received 2012

Major: Philosophy

WORK EXPERIENCE

**Dallas ENT Head & Neck Surgery, Dallas, TX**

**214-946-3687**

Medical Insurance Biller Nov 2009 – Present

* Responsible for revenue cycle management of the practice.
* Knowledge of current and billable CPT and ICD-10 codes for Otorhinolaryngology.
* Call patients to explain insurance benefits surgery and office procedures.
* Reporting and interpreting reimbursement reports for cost/benefit analysis.
* Interpret medical policies and communicate any changes with clinical staff.
* Acquire prior authorizations from insurance companies for operating room.
* Acquire prior authorizations from insurance companies for in office surgeries.
* Assist administration in creating Performa’s for future medical service lines.
* Develop new processes when medical policies change.
* Educate staff on protocols and procedures of insurance companies.
* Assist office manager with managing and training staff on a daily basis, including:
  + Collecting proper amount from patients
  + Sending appeal letters to insurance companies
  + Searching for medical policies on insurance websites
  + Updating clinical staff on medical criteria
* Contact physician liaisons to clarify insurance contracts.
* Obtain new contracts with insurance companies for existing and new providers.
* Send appeals to government and commercial insurance to dispute claim denials.
* Translate written and oral medical instruction for Spanish speaking patients
* Triage patients to assist M.D. with clinical diagnosis and treatment plan.
* Train coworkers on new policies from medical insurance and changing policies.

LANGUAGES

Spanish: Conversational and written

English: Conversational and written

Volunteer experience

PAMS Medical Mission Huancavelica 2013

CERTIFICATIONS

CPR Certified

additional skills

* EPIC
* Allmeds EHR
* Allmeds Practice Manger
* Practice Insight
* Proficient in Word, Excel, PowerPoint