**Ashley A. Camacho**

***Medical Assistant/ Unit Secretary/Clinical Coordinator***

Houston, TX

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To utilize my knowledge gained from previous positions while continuing my nursing education, with a facility that will provide hands on experience while offering long term employment.

**WORK EXPERIENCE**

**Clinical Administrative Coordinator**

*United Health Group/ Optum Operations- Houston, TX August 2017- Present*

* Following up with providers on behavioral health authorizations
* Obtain members discharge clinical information from mental health and substance abuse facilities
* Work with utilization Reviewers with requests for additional service days or obtain new authorizations for new levels of care
* Assist and support the Behavioral Health Appeals Team by completing mail entry tasks for claim appeals
* Performs Bed, ABA, and Program searches within TAT
* Completes ABA authorization transfers
* Assist with processing IHH Assessments
* Entering ICUE shells and LA ABA authorizations
* Following within Commercial and Medicare guidelines

**Lead Medical Assistant**

*CommuniCare Health Services/ Texas Viral Institute - San Antonio, TX Feb 2016 - Aug 2017*

* Ensuring patients follow guidelines during treatment for Hepatic C Virus (HCV)
* Assisted in monitoring Pre & Post Orthotopic Liver Transplants (OLT)
* Responsible for overseeing any issues with lab results and reorder/track when tests were unable to be performed
* Implemented and maintained spreadsheet of patients currently on HCV treatment and Pre/Post OLT
* Implemented and now tracking patients through HCV therapy to assure medication adherence
* Schedules and reschedules patients as needed per treatment and insurance guidelines
* Ensures ease of clinic flow during both shared and follow-up clinic
* Chart Audits to ensure patient care quality as well as ensuring protocol is followed
* Retrieving documentation required by insurances to initiate prior authorization process
* Ordering lab work required by Medicaid/Medicare Guidelines
* Ensuring patient understanding of insurance benefits and patient responsibility
* Educates patient about prior authorization approval process as well as HCV treatment process
* Implemented and maintained imaging tracking spreadsheet for patient currently on HCV treatment
* Assists Texas Liver Institute(TLI)/Texas Viral Institute (TVI) with obtaining missing lab work needed to submit prior authorizations for HCV treatment
* Assists with tracking of medication shipments and refills in partnership with TLI/ LiveWell Pharmacy
* Verifying patient insurance and re-verifying when needed throughout the month
* Assists TLI/LiveWell Pharmacy with Medicaid patient labs, tests, and imaging

**Unit Secretary Med/Surg/Pre OP**

*Forest Park Medical Center – San Antonio, TX May 2014 - October 2015*

* Produced unit correspondence and maintains unit and patient records in order to support the delivery of quality patient care
* Performed clerical duties including maintenance and organization of patient records, as well as breakdown of medical charts for record keeping
* Maintained and updated patient health information
* Transcribed charge nurse and attending physicians’ medical orders and notes
* Assisted Nursing Unit by ordering and bringing supply orders for medications, dietary, labs and medical devices
* Manage the movement of medication orders to pharmacy and medication distribution to nursing stations via tube system in an appropriate and timely manner
* Retrieved, filled, and submitted all necessary paperwork and requests for doctors
* Handled patient’s requests by operating intercom room service system, delivering those requests to assigned nurses and technicians
* Worked on the floor directly with Patients, RNs, NPs and Physicians

**Medical Assistant**

*Medical and Cosmetic Center April 2013 - May 2014*

* Completing surgical clearances requested by specialist
* Completing specialist referrals and responsible for sending all required documentation
* Responsible for obtaining requested information for prior authorization and precertification authorizations
* Ensuring patient understanding of prior authorization process or denials
* Assisting in applying daily charges for services rendered
* Educating patients on EOBs and patient portion responsibilities
* Verifying insurances via internet, phone, and fax.
* In charge of prescription and procedure prior authorizations.
* Drawing patient's blood for laboratory testing. Performing urinalysis and pregnancy testing.
* Assisting office supervisor with DPS prescription monitoring

**Lead Medical Assistant/Phlebotomist**

*Greenspoint Family Practice January 2011 - April 2013*

* Assuring patients have a comfortable visit by maintaining a positive professional attitude despite any situation.
* Acquiring patient's vital signs, medical history, and chief complaints
* Obtaining patient's blood to prepare for lab testing. Performing urinalysis and pregnancy testing
* Verifying prescriptions for pharmacies and calling in prescriptions. Registering new patients into EMR software.
* Scheduling appointments during patient check out and over telephone
* Completing requests for patient's medical records and referrals via fax

**Medical Assistant**

*Longpoint Family Medical November 2009 - January 2011*

* Assisting my team in maintaining an upbeat facility that thrived on their patients being at ease during the

duration of every visit. Obtaining and recording all patient’s vital signs, medical history, and chief complaints.

* Retrieving patient's blood and prepared it to be sent to lab for testing. Running urinalysis and pregnancy testing

on patients when necessary

* Backing up front office assistant by scheduling appointments and checking in patients
* Preparing each exam room before and after every appointment

**EDUCATION**

**Associate of Science Degree**

*Lone Star College*

August 2010 to May 2014

**Diploma in Medical Assistant**

*Everest Institute*

2009 to 2009

**ACCOMPLISHMENTS**

Active member of Optum Employee Community Council- TX034 Jan 2018- Present

Member of Everest Institute Student Ambassador - May 2009- November 2009

Graduate of Honors at Everest Institute November 2009

**PROFESSIONAL REFERENCES**

Available upon request