### Denise Garrett

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**Dallas, TX 75236**

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To obtain a career in the Healthcare industry, where I can utilize my skills and have a chance for advancement in a teamplayer environment. I have many years of Customer/Patient service, handling insurance (govt&commercial), verification, cpt codes, appeals,denials, reprocess claims and collections,scheduling, medical terminology and operate office machines

**SKILLS/Programs:**

IDX Excel Recondo Availity Medical Terminology

EPIC/O2 Passport Outlook Customer Service Medical billing/insurance

Eclipses Patcom Troubleshoot PC Multi task Collections

Word Navinet Multi line phones Team player Office machines

Education: Olathe North High Wright Business College American Intercontinental University

*Diploma 1991 Diploma 1992 2007-2008*

**Employment History:**

**Nobilis Network** Dallas, Texas

02/2018-10/2018 (laid off)

*Insurance Verification Specialist*

**Duties:**

Called on patient insurance as well as pull up online to verify benefits, connect provider, clinics and hospital with patient according to insurance benefits. Price and schedule patients procedures and or surgeries.

**Texas Digestive Disease Consultants** Dallas, Texas

11/2017-02/2018

Order Intake Representative/Scheduling

**Duties:**

Reviewed lab results, connect lab results and send to correct physician or nurse, call to confirm correct testing is done, scheduled EGD’s, colonoscopies and follow ups. Explain instructions and directions for each visit.

**Baylor Scott&White Health Care System** Dallas, Texas

02/2014-09/2017

*Centralized Access Service Representative*

**Duties:**

Preregister incoming patients from several BSW facilities for surgeries, radiology procedures and studies via auto dial system.

Review insurance information with patient such as deductibles, coinsurance, copays and supplements.

Collect patient responsibility when recquired to by protocol of set facility.

Train new employees, monitor auto dial system, produce pricing for patients without insurance and other duties as assigned in Access Services.

Prepared and Appealed denied cases. Learned several BSW systems, called insurance and followed up on overturned and upheld decisions. Other duties as assigned in the Denial Resource Center.

**University of KS Medical Center** Kansas City, KS

01/2012-08/2013

*Patient Service Representative*

**Duties:**

Registered and scheduled patients for several specialty clinics (GI, Diabetes, Transplant, Genetics)

Review of insurance documents to evaluate patient eligibility for patient services

Processed and compiled patient paperwork for treatment

Verified insurance and requested pre-authorizations or referrals for treatment and procedures

Performed other office duties such as scheduling, filing, faxing, copying

**Genesys/Serene Care** Olathe, KS

08/2006-12/2011

Office Administrator

**Duties:**

Reviewed insurance, billing documents and expense reports

Assisted with hiring and training of new employees

Maintained and reconciled general ledger accounts on a daily/monthly basis

Scheduled and conducted facility tours

**Accomplishments:**

Received Patient Ambassador Award 2014

Awarded Top Collector of week several times 2014-2017

Awarded Top Collector of Month several times 2014-2017

Awarded Service Excellent Award Twice 2014-2015

Received Customer Service Awards 2009-2012

References available upon request