

# Dior Scott

## Customer/Patient Service Representative- Nemours Pediatrics

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Dior-Scott/3da5cd21960b9d58](https://www.indeed.com/r/Dior-Scott/3da5cd21960b9d58)

Detail oriented medical biller, customer service representative and intake coordinator with strong organizational, creative and team leader/member skills. Willing to learn and adapt to new responsibilities. Proficiency in Microsoft word, office, outlook, excel and power point as well as medical terminology. Able to demonstrate my capabilities of problem solving and conflict resolution. Intense experience within the healthcare field specializing in medical terminology, patient services and medical records. Compliant with company policies at all times. Softly trained in EPIC. Ability to read EOB's, EOP's and remits as well as grasp new concepts quickly. Independent worker who can, meet targeted goals, deadlines and objectives with a proven ability to prioritize

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Patient Service Representative II

Nemours Pediatrics - Philadelphia, PA - June 2014 to Present

##### Responsibilities

Responsible for organizing and operating the office systems related to appointment scheduling, patient intake including data verification, charge entry and cash collection, statistical tracking office communications, word processing and filing of patient records. Receive patients in a professional and caring manner.

Gather and accurately update information regarding demographics and insurance in a respectful and confidential fashion.

Schedule and confirm appointments.

Obtain authorization and pre-certification.

Document and follow up on referrals.

Document and follow up on no-shows and cancelations.

Maintain content and organization of the Electronic Medical Record..

Register patients, collect payments from patients, post charges according to procedures, provide receipts and appropriately document all financial transactions. This includes cash reconciliation and bank deposit preparation.

Order clerical and clinical supplies and maintain records (i.e. PAR lists and inventories).

Monitor waiting rooms and keep all patients and their families informed as to schedule delays

##### Skills Used

Asks questions for clarification

Gives accurate information to patients, families, and all members of the team

Makes suggestions for improvements

Is willing to accept change

Works as a team member with all Associates

Uses listening skills

Manages resources prudently

Takes suggestions and directions, and works to improve processes

pro-active thinking

#### Intake Coordinator

The Bettinger Company - Philadelphia, PA - September 2012 to Present

Review and respond to inquiries and requests of patients and families

Forward concerns and compliments to medical teams accordingly

Work collaboratively with hospital staff and professionals affiliated with hospital services

Assure families that the ultimate goal is to resolve the matter in question

Maintained detailed administrative and procedural processes that reduced redundancy and improved accuracy and efficiency to achieve organizational goals

Address confidential matters appropriately

Offer empathy to families during stressful times

### **Claims Technician, Med Only/ Lost Time Claims Adjuster**

Scibal Associates - Philadelphia, PA - October 2006 to August 2010

Create, process, report, file and close workers' compensation claims for a major health system Interpret and record physical exam, diagnostic, dental and radiologic reports Submit proper forms for Workers compensation claims to state of PA Request and schedule office visits, surveillance, nurse case management and independent medical examinations Review, approve or deny physician, hospital, durable medical equipment and pharmacy bills based on medical necessity Composed and drafted all outgoing correspondence and reports for managers Process, release and reimburse payments to medical providers, home health aides & pharmacies Knowledge of ICD-9, CMS 1500 forms, IDX systems, SMS as well as Navinet

### **Medical Biller, Medical Billing Supervisor, Consultant**

Consolidated Billing Services - Upper Darby, PA - March 2006 to August 2006

Register and charge inpatient, outpatient & emergency visits for multiple physicians

Distribute payments and process disputes from various health insurance companies Controlled monthly cash sheet and reported to provider offices

A/R analyzing as well as follow-up procedures for multiple providers

Monitor service calls, assign duties, manage employee schedule and payroll

Trained several subordinates in patient registration, charging visits

Evaluate employee performance through production reports

## **EDUCATION**

Community College of Philadelphia

September 2011 to Present

### **diploma**

Charles Audenried High School

June 2001