

# LUZ MORALES

LuMorales2014@yahoo.com

## EXPERIENCE

### COMMUNITY MEDICAL SERVICES

10/2016 – CURRENT

#### Front Desk

- Checking in patients into medication dispensing queue
- Welcoming new patients and explaining intake process
- Scheduling follow-up appointments
- Processing patient payments
- Sending out transportation for patients
- Effectively checking patients out after intake and explaining a few processes before first dosage.
- Communicating to medical providers and counselors

#### Enrollment Specialist

- Reviewing/editing rejected claims and submitting enrollment for uninsured clients.
- Editing client profiles at clinics in all 9 states.
- Creating job aids and conducting trainings at other clinics in-person or via Teams
- Communication of new processes to clinics
- Reviewing patient information

#### Front Desk/Case Manager

- Creating new patient accounts in program called Methasoft, verifying Medicaid and other insurances through multiple online portals.
- Checking clients into the dosing queue for medication dispense, effectively communicating information from clients to counselors.
- Deescalating issues inside clinics, calling paramedics and keeping calm in high stress situations.
- Coordinating transfers to other clinics or guest dosing.
- Providing resources for patients who need of housing, food, etc.
- Processing patient payments

### AMERICA'S BEST CONTACTS & EYEGLASSES (NATIONAL VISION)

04/2012 – 10/2016

#### Receptionist/Optician

- Providing exceptional customer service by greeting customers and determining their visit.
- Registering clients into system, collect history and insurance information.
- Interpreting information to clients who spoke Spanish.
- Using Lens meter/Focimeter to verify accuracy of prescription in eyeglasses.
- Determining best lens options and frames based on lifestyle and personal needs.

## EDUCATION

#### JUNE 2015 - GRADUATED

CARRINGTON COLLEGE

Medical Billing and Coding - Graduated

#### MAY 2009 - GRADUATED

MARYVALE HIGH SCHOOL

General Education – Graduated

## SKILLS

- Spanish to English interpretation/translation
- Critical thinking skills
- Communication
- Excellent Customer Service
- Attention to detail
- Microsoft (intermediate)
  - Excel
  - Outlook
  - Word
  - Access

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## PROFESSIONAL REFERENCES

Jesus Godinez  
Clinic Manager  
Community Medical Services – 23<sup>rd</sup> Ave – Center of Excellence  
520-519-9322

Cindy Gaither  
Revenue Cycle Director  
Community Medical Services – Corporate  
480-494-2486

Mekayela Neely  
Clinic Manager  
Community Medical Services – Alpha  
602-955-7997

Adriana Rodriguez  
Clinic Manager  
Community Medical Services – Northern  
623-233-1099

Malyndia Cooper  
(Former) Clinic Manager  
Community Medical Services – Alpha  
602-955-7997

Daniel Castillo  
Manager  
America's Best Contacts and Eyeglasses  
623-570-9823

Robert Hardy  
(Former) Manager  
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