

Tamika Reed

Orlando, FL 32822

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Tamika Reed 8537 Fort Thomas way Orlando, FL 32822

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Skills- Reconciling insurance and patient payments and resolving account disputes. Proficient in a variety of office and practice management software applications including ICD 9 & 10 and CPT. Knowledge of Excel, Pivot Table, Microsoft Word, Affinity, Availity, One Source

Collections for business to business experience paying close to details and collecting payments.

Detail oriented and quality focused professional with a successful track record of handling complicated assignments while providing excellent customer service to all demographics.

Thrive in multitask environments, a team player and bring to the work environment a positive and high-level work ethic.

Experience

Kforce - Financial Counselor March 2017- Present

A Patient Financial Counselor offers financial advice and assistance to patients regarding medical bills. They are the liaison between patients and their insurance companies; often coordinating payments and answering questions from both parties.

handle financial obligations so that patients and physicians can focus on healthcare.

Communicate with patients and insurance companies on the phone

Appropriately document and report payment information

Educate patients about payment options and financial assistance

Negotiate and strategize patient payment arrangements

Update patient accounts and balances

Andy Frain, Orlando, FL- Guest services August 2013- April 2017

The primary provider of direct services to guests as they are entertained in the multiple locations of the Orlando Venues facilities (Amway Center, Citrus Bowl), and supplement staffing in other nearby venues. Employees fill multiple posts that may vary from event to event and are responsible for providing a safe environment and professional image for our guests. These posts include usher, ticket taker, supervisor and/or guest relations.

Express Scripts, Orlando, FL-Patient care coordinator November 2016- February 2017

Handle customer service inquiries from members, providers, physicians and internal and external clients related to pharmacy benefits.

Handle Account Receivable balance to get a zero their balance on the patients account.

Properly authorize patients credit card information and payment methods to receive the correct Type of payment for the account.

Maintain accurate and complete documentation of all inquiries in order to continuously improve the customer service process and reduce potential legal concerns

Identify and escalate in a prudent manner, concerns received from patients and/or clients so that correct action can be pursued and expedited to take care of their needs.

Wal-Mart, Orlando, FL -Overnight Stocking/November 2016-January 2017

Handle stock deliveries during the night by assisting in unloading trucks

Sort and received according to types of materials. Transport freight to the sales floors after sorting and ensuring that sufficient quantity has been delivered.

Ensure that any excess materials are placed in storage rooms

Handle stock inventory and make sure that it is accurate by rechecking it. Ensure that items are marked properly before they are sent to the sales floors

Florida cancer specialist institute, Orlando, FL-Patient Services Specialist/Aug.2015-April 2016

Responsible for greeting incoming patients, distributing paperwork, entering information including insurance, demographic data and insurance processing.

Verify patient check in and ensure form completion, billing information and demographic data is entered.

Schedule and maintain updated bed ability and facility services information based on priority, timeline and facility resources.

Record payments, answer phones, and scan documents to correct medical record and prep charts for appointments.

Process online claim submission and ERA including claim entry, payment posting and insurance data.

Florida Hospital, Orlando, FL -Front Desk Receptionist/ June 2012-January 2015

Provide customer service to patients and follow up. Daily tasks include answering phones, call transfers, schedule appointments, complete faxes, checking messages and email correspondence.

Responsible for sorting and allocating paperwork mail delivery for intended recipients.

Communicate with internal staff to best support their time management and office work flow.

Lockett Inc, Orlando, FL -Customers Services Sales/ February 2010- May 2012

Provide customer service, sales and product stocking for local hardware provider of home repair supplies.

Complete weekly inventory of needed supplies and materials and assist with store stocking of merchandise.

Advise customers on product instructions, benefits and recommendations.

Assist with market outreach via flyers and fax campaigns.

Education/ Qualification Summary

Colonial high school, Orlando, FL- High School diploma 2010

Associates in Medical Management -2014

Licenses & Certifications

HIPAA

Medical Billing & Coding

To provide customers and patients with the best customer service experience while ensuring efficient and accurate processing of reporting, billing and data entry information while upholding all HIPAA standards of compliance.

Authorized to work in the US for any employer

WORK EXPERIENCE

Accounting

KForce Staffing Agency - Orlando, FL -

2017-03 - 2017-11

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Guest Service Representative

Amway - Orlando, FL -

2016-08 - 2017-04

The Guest Services Employees of Andy Frain Services are the primary provider of direct services to guests as they are entertained in the multiple locations of the Orlando Venues facilities (Amway Center, Citrus Bowl), and supplement staffing in other nearby venues. Employees fill multiple posts that may vary from event to event and are responsible for providing a safe environment and professional image for our guests. These posts include usher, ticket taker, supervisor and/or guest relations.

Exceeding guest expectations for service and satisfaction by delivering a "Legendary" event experience. Customer Service is Every Employee's Job! Essential functions may vary depending on department size, organizational structure and/or geographic location. Reasonable accommodations may be made to allow differently-abled individuals to perform the essential functions of the job. Other duties, not listed below, may also be assigned.

Demonstrate and abide by Andy Frain Services Core Values and the operating principles set forth, while maintaining 100% compliance with all staff training.

Specific duties may include, but are not limited to: greeting guests (the ability to greet all visitors, vendors, and employees while continuously maintaining the standards of excellence in presentation and professionalism), collecting lost and found items, assisting with lost children/parents, resolving guest complaints, scanning tickets, ushering guests to their seats and providing assistance whenever necessary.

Understanding and enforcing all policies and procedures.

Acting diligent and vigilant of safety issues and understanding reporting procedures.

Acting as a member of the emergency evacuation team by communicating with and directing guests during a facility emergency.

Completing on-the-job required training.

Exhibiting flexibility before, during and after the event as requests of the facility and/or client may change from event to event.

Ensuring a solid understating of location/post orders, revisions, and daily

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Ensuring a solid understating of location/post orders, revisions, and daily event needs.

Knowing your chain of command.

Patient Care Coordinator

Express Scripts - Orlando, FL -

2016-11 - 2017-02

Handle customer service inquiries from members, providers, physicians and internal and external clients related to pharmacy benefits

Maintain accurate and complete documentation of all inquiries in order to continuously improve the customer service process and reduce potential legal concerns

Identify and escalate in a prudent manner, concerns received from patients and/or clients so that correct action can be pursued and expedited to take care of their needs

Overnight Stocker

Walmart Distribution Center - Orlando, FL -

2016-11 - 2017-01

- Deal with incoming stock deliveries during the night by assisting in unloading trucks
- Sort out received items and make piles according to types of materials
- Transport freight to the sales floors after sorting and ensuring that sufficient quantity has been delivered
- Ensure that any excess materials are placed in storage rooms
- Handle stock inventory and make sure that it is accurate by rechecking it
- Ensure that items are marked properly before they are sent to the sales floors

- Place price tags on items and ensure that barcodes are correctly placed
- Stock shelves with items by making sure that items are brought forward
- Clean and dust items and shelves
- Follow company rules and protocols governing top product placement activities
- Assist customers shopping during night hours by providing them with product information
- Accompany customers to required shelves and provide them with price and expiry information
- Ensure that no damaged or expired items are placed on shelves
- Gather shopping carts and baskets and ensure that they are in good working order
- Report any damages to shelves, carts or baskets to the supervisor on immediate basis

Insurance Customer Service Representative

UnitedHealth Group - Orlando, FL -

2016-06 - 2016-11

Check to ensure that appropriate changes were made to resolved customer problems. Compare disputed merchandise with original requisition and information from invoices, and prepare invoices. Complete contract forms, prepare changes of address records, and issue service discontinued orders using computers

Patient Registration Clerk

Florida Cancer Specialists & Research Institute - Orlando, FL -

2015-08 - 2016-04

Responsibilities

Responsible for greeting incoming patients distributing paperwork, entering in pertinent information, including insurance and demographic, and handling the process of insurance. Handle inquiries and patient intake maintain updated bed ability and facility services information. Ensure all papers are properly filled out and input in system. Maintain daily schedule. Enter and verify that all patients demographics and billing information correctly enter and verify at time check-in. Process encounters daily for and balance to copayments. Collect balance due of check-in. Record payments, Answer phones, and scanned documents to correct medical records. Detail oriented quality focused professional billing specialist. Successful track record handling complicated assignments. Highly experienced in reconciling insurance and patient payments and resolving account disputes. Proficient in a variety of practice management software applications. Dedicated to maintaining strict patient confidentiality. •ICD-9, CPT-10, & Medical Terminology

- Medical Insurance
- Excellent Interpersonal Skills
- Excellent Phone Skills
- Various Practice Management Software
- Claim Entry & Payment Posting

- Records Organization & Management
- Insurance & Patient Aging
- HIPAA Compliance
- Online Claim Submission & ERA

Skills Used

customer service, communication. people,

Front Desk Receptionist/Administrative Assistant

Fl. Hospital - Orlando, FL -

2012-05 - 2015-01

Responsibilities

Provide customer service to patients, answer phones, transfer calls, schedule appointments, complete faxes, ans emails. File paperwork after using basic computer programs to block out appointment times for workers in the office.when appointments need to be reschedule, calls need to be made to confirm attendance. Responsible for checking messages atbthe begininng of each shift. Also responsible for basic paperwork mail delivery, faxing, and data entry, filing.

Salesman/Cashier

LOCKETT INC. - Orlando, FL -

2010-02 - 2012-05

Responsibilities

Provide customer service, sales and product stocking for local hardware provider of home repair supplies. Complete weekly inventory of needed supplies and materials. Provide customer service in person amd over the phone in addition to providing products instructions and recommendations assist with store stocking and community marketing.

EDUCATION

Associate in Business management

Ashworth College - Norcross, GA

2011-08 - 2014-07

High school diploma

Colonial high school - Orlando, FL

2004 - 2010

SKILLS

sales, people, listening, Administration, •ICD-9,, CPT-10, •Medical Insurance, •Excellent Interpersonal Skills, •Excellent Phone Skills, •Various Practice Management Software, •Claim Entry & Payment Posting,

•Records Organization & Management, •Insurance & Patient Aging, •HIPAA Compliance, •Online Claim Submission & ERA, Medical records

LINKS

<http://linkedin.com/in/tamika-reed-94ba14103>

CERTIFICATIONS/LICENSES

CPR certified

2015-08 - 2018-08