

auriel bouey

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Auriel Bouey

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PROFESSIONAL PROFILE

Customer service oriented professional who provides timely and accurate data to ensure reimbursement for patient services. Follows policies, procedures and guidelines to assure consistent quality, maintains and ensures patient privacy and confidentiality.

- = Experience Using the Following Software's: Microsoft Word, Excel, SharePoint, , MHS and Outlook..
- = Type 35WPM

KEY QUALIFICATIONS

■ Electronic Health Records (EHR)

Insurance Verification ■ Reimbursement Systems ■ Medical Basics and Healthcare Claim Cycle

Healthcare Payers ■ Managed Care (HMO, PPO, and POS) ■ Meaningful Use

Medicare / Medicaid Government Payers ■ Third Party Payers

HIPAA Compliance ■ Medical Charts ■ Basic Anatomy & Physiology ■ Healthcare Settings

Computer Systems and Software Applications for the Medical Office

EDUCATION

Stenford School 04/2012

High school Diploma

PROFESSIONAL WORK EXPERIENCE

Insurance Verification Specialist 05/2012 to 06/2015

Connexions – Orlando FL

- = Verify us third party benefit coverage to include co-pays, deductibles and co-insurance.
- = Provides excellent internal/external customer service via telephone, email or face-to-face contact to assist patients with their health care needs.
- = Communicates with clients, support staff and third party payers.
- = Responsible for ensuring external and internal telephone calls are answered in a professional and timely manner in accordance with department policies, procedures and performance goals.
- = Updates patient information within electronic patient management system.
- = Notifies patients of their financial obligation at the time of service for any amount beyond the copay.
- = Works closely with health center and call center staff to assist in identification of patient financial responsibility.
- = Helps patients arrange payment for services that are not covered by their insurance companies, discussing different payment options to fit their budgets.
- = Maintains confidentiality of all information; adheres to all HIPAA guidelines/regulations, Perform other duties as assigned.

Patient Intake Coordinator 11/2015-05-2016

Walgreens – Orlando FL

- = Accurately and efficiently preparing prescription orders.
- = Verifying prescription information and dosage.

- = Entering patient and order information into the pharmacy system.
- = Processing and submitting insurance claims.
- = Providing quality customer service to patients and other healthcare providers.
- = Process refill requests
- = Track medication through USPS, FED EX and UPS.
- = Meet performance, metrics and adherence. = Answered an average of 100 calls per day by addressing customer inquiries, solving problems and providing new product information.
- = Providing estimated costs of medications.

CVS Specialty Pharmacy 09/2016- Current
Pharmacy Technician

- = Assist patients with refill request for specialty medications
- = Contact MDO to schedule patient delivery for medication
- = Provide patients with co pay assistant information
- = Enter prescriptions received via fax or E-scribed
- = Clarify directions, Qty, or medication Dose
- = Send faxes to MDO for new prescriptions
- = Meet performance, metrics and adherence.
- = Processing and submitting insurance claims.

Authorized to work in the US for any employer

SKILLS

Customer service , sales, technical support , retail