

Cynthia Springle

Manassas Park, VA 20111

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(540) 498-8976

Authorized to work in the US for any employer

Work Experience

Prior Authorization Specialist/Surgery Scheduler

Prince William Urology Associates - Manassas, VA

November 2016 to Present

- Obtain all prior authorizations for surgery, radiology imaging and medication
- Order and shipping of specialty medication to the office for injections and in office procedures.
- Schedule patients for surgery and tests as needed
- Assist with answering phones and making office appointments.
- Assist with faxes and scanning documents into patient charts

Patient Service Coordinator III

Novant Health Prince William OB

September 2015 to November 2016

- Greet patients and fill in their insurance and demographics in the EMR System
- Answer phones for carry out and schedule appointments
- Review status of waiting room on a scheduled basis
- Schedule patient for follow-up appointment
- Communicate with proper employees about patient's arrival
- Process formalities and other institutional forms
- Handled cash, checks and credit cards

Sales Associate

Land's End

August 2012 to September 2015

- Demonstrated superior product knowledge in assisting customers
- Answered product-based questions using knowledge from training, merchandising bulletins, and other company provided information
- Handled all cash register transaction, which included purchases and returns

Step Down Cardiac Unit Secretary

Mary Washington Hospital

June 2008 to July 2012

- Ensured all doctor orders were entered into the data base
- Maintained patient records, broke down charts for the medical records and billing department
- Answered phone calls, made copies, scheduled follow up appointments and maintained unit supplies

Billing/Receptionist

Vienna Family Medicine - Vienna, VA

April 2006 to May 2008

Billing Department / Medical Records

- Verifying patient insurance and obtaining prior authorization for office procedures
- Handling patient's denied EOB claims
- Expressed genuine concern by acknowledging, assuring, and showing ownership for entire customer experience on behalf of the practice
- Maintained confidentiality and all other aspects of HIPAA compliance

Education

Nutrition Science

Kaplan University Online - Fort Lauderdale, FL

August 2008 to May 2010

Certificate in Nurse Aide

Warren Memorial Hospital - Front Royal, VA

1997 to 1997

Diploma in High School

Warren County High School - Front Royal, VA

1994 to 1996

Skills

- Medical Terminology (10+ years)
- Medical Records (10+ years)
- Medical Clerical (10+ years)
- Customer Service (10+ years)
- Sales (3 years)
- Data Entry
- Medical Office Experience
- Office Experience
- Administrative Experience
- English
- Multi-line Phone Systems
- Data Collection
- Allscripts
- Medical Scheduling
- Epic
- Insurance Verification
- EMR Systems

Additional Information

KEY SKILLS

- Customer Service • Pre-Service Instructions • Information Gathering
- Active Listening • Appointment Scheduling • Inductive Reasoning
- Critical Thinking • Front Desk Handling • EMR; Epic/Centricity/AllScripts/e CinicalWorks
- Patient Support • Record Keeping • HIPPA