ROBERT SMITH

Financial Counselor II

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Highly experienced individual in Patient Access, Insurance Verification, and Financial Counseling, with over 15 years supervisory experience. Considerable knowledge working with commercial, Medicaid, CHIP, and Medicare plans, as well as extensive knowledge of government insurance rules and regulations. Highly motivated, experienced healthcare worker who is dedicated to producing top results. Seeking a position that will provide an opportunity to directly impact the success of organization through my exceptional customer service, leadership and team building skills.

JANUARY 2010 – MARCH 2014

FINANCIAL COUNSELOR II - ABC CORPORATION

- Evaluate the financial situations of in-house patients.
- Interview patients to determine the income, debts, insurance coverage and/or state or government benefits available to the patients.
- Communicate the facilitys policies and procedures with regards to payment, while taking in consideration financial limitations the patient may have.
- Regularly review the status of assigned past due accounts to ensure accounts receivable are meeting the department goals.
- Follow up as necessary with telephone calls and/or written communications, logging collection activities.
- Act as an intermediary between doctors offices, insurance companies and patients to help resolve disputes.
- Contact insurance companies to resolve denied accounts.

2006 – 2010

FINANCIAL COUNSELOR - ABC CORPORATION

- Work inpatient and outpatient census.
- Call insurance companies to get patients benefits.
- After reviewing patients insurance benefits, estimated what the patient portion would be.
- Re-filed insurance claims for patients as needed.
- Screened self pay patients for out financial assistance program.
- Coding emergency room accounts.
- Responsible for answering patient calls..

EDUCATION

Bachelor's in Business Administration - (Texas Southern University - Houston,

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SKILLS

Microsoft, EHR, Practice Management, Medical Manager, Medical Terminology, Medical Records, Medical Billing, Medical Records.