ROBERT SMITH

Intake Representative/Supervisor

info@qwikresume.com | https://Qwikresume.com

Fully committed to providing the highest possible standards of customer service and support. People oriented; enjoy working directly with customers and the general public. Understands and appreciates the importance of a job well done.

JANUARY 2008 – MARCH 2010

INTAKE REPRESENTATIVE/SUPERVISOR - ABC CORPORATION

- Receives and coordinates all referrals to include notification of insurance providers for prior authorization and services covered.
- Using discretion and independent judgment in handling patient or physician complaints received documents and forwards to appropriate administrative staff.
- Responsible for maintaining supply inventory as well as the daily distribution of supplies to field staff.
- Maintains log and any reports essential for appropriate billing and reorder process.
- Communicates with Branch Manager any information received from physicians, patent or employees about the patents care or needs.
- Primary contact for receiving phone calls to the branch office.
- Takes physician orders by phone, documents notifies appropriate Case Manager and adjusts schedules accordingly as indicated.

2004 – 2008

INTAKE REPRESENTATIVE - DELTA CORPORATION

- Patient intake, verify insurance eligibility and obtain prior authorizations, Brightree, ICD 10 coding, medical terminology and billing, scheduling, .
- Scheduled all sleep studies and prepared charts for physician reviews.
- Reported to other branches on patient appointments.
- Accept faxed and telephoned referrals and obtain complete patient information Verify insurance and obtain service authorization Enter prescribed .
- Provided customer service during the time when I frequently manned the front desk Did light book keeping for the program when the full time book .
- Answering inbound calls in call center atmosphere, scheduling & making appointments for Labs, Xray services.
- This is Dummy Description data, Replace with job description relevant to your current role.

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EDUCATION

Diploma - (Western High School - Las Vegas, NV)

SKILLS

Multi-Task, Type 60 Wpm, Office Administration.