

# Robert Smith

## Lead Medical Office Associate

### PERSONAL STATEMENT

Seeking employment, which will allow growing professionally, while being able to utilize strong organizational, educational, and exceptional people skills.

### WORK EXPERIENCE

#### Lead Medical Office Associate

**Penn State Hershey Medical Center - April 2016 - 2020**

##### Responsibilities:

- Registers patients efficiently and accurately, obtaining appropriate signatures, completing all required forms and providing patient information as required by state and federal regulations.
- Verifies insurance information according to department procedures and ensure that required pre-authorizations/pre-certifications have been obtained, if applicable.
- Coordinates registration and diagnosis information with physician offices and service areas to minimize the inconvenience to the patient.
- Requests and collects cash from patients according to policy and procedures.
- Greets all patients and visitors and answer phones.
- Enters charges and payments.
- Completes daily reports.

#### Medical Office Associate

**Delta Corporation - 2011 - 2016**

##### Responsibilities:

- Greet patients and visitors; collect co-payments and past due balances; calculated payments based on the patients deductibles; scheduled follow-up .
- Worked in the call center in the Pediatrics department at SIU School of Medicine.
- Took inbound calls from patients, referring physicians, and insurance companies.
- Was averaging 150-175 calls per day.
- Patient services Handling multiple phone lines Data entry Creating referral shells for insurance companies.
- Schedule and re-schedule patients with their information by using e-clinical software, filings and documentations, insurance check, referrals.
- Answering phones, scheduling patients, taking messages, calling in prescription refills, verifying patient demographics and insurance, checking.

### Education

Bachelor's in General Hospital - (Harrisburg Area Community College - Lancaster, PA)

### CONTACT DETAILS

1737 Marshville Road,  
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(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

Management,  
organizing.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

