

ROBERT SMITH

Sr. Patient Access Supervisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Counsels patients on financial liability using available financial counseling tools to achieve maximum reimbursement for patient services. Provides excellent service by identifying customer needs and fulfilling customer expectations.

CORE COMPETENCIES

Procedure Development, Supervision, Billing Specialist, Medicare And Medicare HMO's, MS Office, Hipaa, Hiring, Human Resources, Microsoft Office, Forecasting.

PROFESSIONAL EXPERIENCE

Sr. Patient Access Supervisor

Northern Radiology Imaging, PLLC, Northern Radiology Associates, PC - October 2015 – 2020

Key Deliverables:

- Supervise operations of the Patient Access team.
- Interviewing new Patient Access Clerks.
- Work with doctors to get STAT readings to hospitals and other providers.
- Created policy and procedure manual for Patient Access.
- Created policy and procedure for the collection of co-pays and co-insurance.
- Trained others to do their job correctly.
- Managed a team of 26 patient access specialists throughout ten satellite locations.

Patient Access Supervisor

Delta Corporation - 2010 – 2015

Key Deliverables:

- Assist with the processing of payroll for direct reports by maintaining employee edit requests, PTO requests, and maintain accurate attendance.
- Assist Manager to ensure all personnel and department policies and procedures are followed.
- Consistently meet deadlines while demonstrating strong analytical and problem-solving skills to achieve corporate objectives.
- Supervise a team of 30 employees working in the registration department.
- My team works seven days a week and twenty-four hours a day.
- Supervised 34 employees in the following areas, Pre-Certifications, Authorizations, PBX Operator/Cashier, Admissions (Physical Therapy, The Women.
- Increased collections of co-pays, deductibles, co-insurance and out-of-pocket on average of 25% in the Emergency Room Department.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Bachelor's in Business Management - 2014(SUNY Canton - Canton, NY)