



SOPHIA BROWN

Patient Accounts Clerk

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PROFESSIONAL SUMMARY

Seasoned Patient Accounts Clerk with 7 years of expertise in healthcare billing and patient account management. Proficient in processing claims, verifying insurance eligibility, and ensuring compliance with industry standards. Focused on enhancing the patient experience through effective communication and meticulous financial oversight while optimizing operational efficiency.

WORK EXPERIENCE

Patient Accounts Clerk

Quantum Solutions LLC

📅 Jun / 2021-Ongoing

📍 Phoenix, AZ

1. Conducted follow-up calls with insurance companies to resolve billing discrepancies and facilitate timely payments.
2. Accurately posted payments and adjustments to patient accounts, ensuring financial integrity.
3. Attached explanation of benefits and payment vouchers to claims as required by insurance carriers.
4. Managed overdue accounts, referring to collections when necessary to recover outstanding balances.
5. Maintained organized records of patient accounts, including claims, journals, and reports.
6. Acted as a liaison between patients and insurance providers to clarify coverage and claims status.
7. Enhanced data entry accuracy by implementing new tracking systems and processes.

Patient Accounts Clerk

Crescent Moon Design

📅 Jun / 2018-Jun / 2021

📍 Portland, OR

1. Communicated with insurance companies to obtain updates on billed medical claims and payment statuses.
2. Provided exceptional customer service, assisting patients with inquiries about their insurance benefits and payment options.
3. Conducted data entry and managed patient phone calls, ensuring timely responses and follow-ups.
4. Assisted in the implementation of new software for electronic claims and remittances.

EDUCATION

Associate of Applied Science in Health Information Technology

Southern Community College

📅 Jun / 2015 - Jun / 2018

📍 Toronto, ON

Focused on patient account management and healthcare billing practices.

SKILLS

Patient Account Management



Patient Billing



Insurance Verification



Claims Processing



Payment Processing



INTERESTS

🔧 Woodworking

🌟 Star Gazing

★ Theatre

🔨 Architecture

STRENGTHS

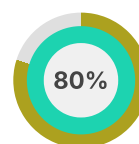
😊 Politeness

🏆 Determination

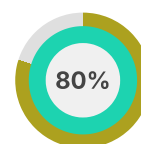
🚀 Ambition

✅ Dedication

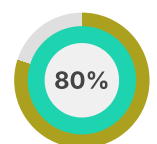
LANGUAGES



English



Russian



Spanish

ACHIEVEMENTS

★ Streamlined billing processes, improving payment turnaround time by 30%.

★ Achieved a 95% patient satisfaction score through effective communication and support.