PERSONAL STATEMENT

Social, determined and dedicated Medical Assistant and Office Assistant with experience. Ability to assess presenting problems, ensure patients feel comfortable and safe and possess excellent communication skills. HIPPA and confidentiality knowledgeable.

WORK EXPERIENCE

Patient Advocate III
ABC Corporation - August 2013 – July 2014
Responsibilities:
- Screening uninsured hospital patients bedside in an effort to find government programs to cover their medical expenses.
- Completing the appropriate applications and following through until approved.
- Detailed, accurate and timely documentation in both MPower and the hospital systems on all cases worked.
- Providing exceptional customer service skills at all times.
- Participating in ongoing trainings in order to apply the content learned in dealings with patients and case Desire to help others in need from a wide array of socio-economic groups.
- Adaptability when dealing with constantly changing processes, computer systems and government programs.
- Professional experience working with state and federal programs.

Patient Advocate
Sentara Pratt Imaging Center - 2008 – 2013
Responsibilities:
- Checking in patients.
- Answering phones and communicating with, other departments, physicians, outside offices and patients.
- Checking insurance eligibility as well as if authorizations have been obtained for imaging studies.
- Ensuring proper ICD-9, ICD-10, and CPT codes are entered for billing purposes.
- EMR scanning.
- Patient chart updates.
- Collecting payments and copays.

Education
BS in Psychology - 2011(Walden University - Minneapolis, MN)