

# ROBERT SMITH

## Patient Care Coordinator I

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Patient Care Coordinator with 6+ years of background in billing and collections records management and maintenance and appointment setting. Desires a role in a medical office environment.

### APRIL 2015 - PRESENT

#### PATIENT CARE COORDINATOR I - ABC CORPORATION

- Precisely completing appropriate claims paperwork, documentation and system entry.
- Professionally and courteously verifying appointment times with patients.
- Assisting in the maintenance of medical charts and/or electronic medical record (filing, op reports, test results, home care forms).
- Adeptly managing a multi-line phone system and pleasantly greeted all patients.
- Verifying patients eligibility and claims status with insurance agencies.
- Interacting with providers and other medical professionals regarding billing and documentation policies, procedures and regulations.
- Evaluating patients financial status and established appropriate payment plans.

### MAY 2013 - MARCH 2015

#### CASHIER - ABC CORPORATION

- Ky developed positive customer relationships through friendly greetings and excellent service.
- Built relationships with customers to increase the likelihood of repeat business.
- Completed all cleaning, stocking and organizing tasks in the assigned sales area.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Coordinates responses and resolutions with appropriate internal and external parties.
- Greeted customers in a timely fashion while quickly determining their needs.
- Recommended merchandise to customers based on their needs and preferences.

## EDUCATION

Associate Of Arts in Accounting - (Big Sandy Community And Technical College - Prestonsburg, KY) High School Diploma - (Prestonsburg High School - Prestonsburg, KY)

## **SKILLS**

Records Maintenance, Professional, Positive Attitude, Good Judgment, Patient Chart, Auditing Ability, Strong Planning, Insurance, and Collections Procedures, Understands Insurance, Benefits Office Support.