



EMMA JOHNSON

Patient Financial Coordinator

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PROFESSIONAL SUMMARY

Resourceful Patient Financial Coordinator with 5 years of experience in managing patient billing inquiries and financial arrangements. Skilled in evaluating financial situations and negotiating payment plans to enhance patient satisfaction. Dedicated to streamlining financial processes and ensuring compliance in healthcare settings, while fostering positive patient experiences.

WORK EXPERIENCE

Patient Financial Coordinator

Blue Sky Innovations

📅 Jun / 2021-Ongoing

📍 Chicago, IL

1. Verified patient eligibility and claims status with insurance providers to ensure accurate billing.
2. Conducted thorough research on CPT and ICD-10 coding discrepancies to maintain compliance.
3. Maintained up-to-date knowledge of billing regulations and third-party requirements.
4. Collaborated with healthcare professionals on billing policies and documentation standards.
5. Reviewed monthly patient aging reports and followed up on overdue payments.
6. Analyzed patients' insurance coverage and financial responsibility to facilitate payments.
7. Recommended improvements to billing criteria and procedures to enhance efficiency.

Patient Financial Coordinator

Cactus Creek Solutions

📅 Jun / 2020-Jun / 2021

📍 Phoenix, AZ

1. Obtained and documented preauthorization for various medical services, ensuring compliance with insurance requirements.
2. Managed patient intake and created accurate patient charts while verifying insurance information.
3. Handled scheduling for new and returning patients, including reminder calls for appointments.
4. Oversaw accounts receivable, ensuring timely collection of payments exceeding \$3M.
5. Conducted follow-ups on aged claims with insurance companies to expedite resolutions.

EDUCATION

Bachelor of Science in Health Administration

University of Florida

📅 Jun / 2019 - Jun / 2020

📍 Denver, CO

Focused on healthcare management and financial processes within medical settings.

SKILLS

Financial Analysis



Patient Communication



Negotiation Skills



Claims Management



Patient billing support



INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

LANGUAGES



English



Italian



Russian

ACHIEVEMENTS

- ★ Achieved a 20% reduction in outstanding patient balances through effective payment plan negotiations.
- ★ Streamlined the billing process, resulting in a 30% decrease in claim denials.
- ★ Implemented a new patient communication protocol that improved satisfaction scores by 15%.