

WILLIAM PEREZ

Patient Financial Counselor

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www.qwikresume.com



PROFESSIONAL SUMMARY

Compassionate Patient Financial Counselor with two years of experience in managing patient accounts and financial counseling. Proficient in verifying insurance coverage, arranging payment plans, and educating patients on billing processes. Committed to enhancing patient experiences through clear communication and support, while ensuring compliance with financial policies.

WORK EXPERIENCE

Patient Financial Counselor

Pineapple Enterprises

Mar / 2024-Ongoing
Santa Monica, CA

- Responsible for preparing patient financial documents, ensuring accurate insurance information is entered into the billing system for seamless processing.
- Conducted pre-visit insurance verification and collected co-payments, enhancing the check-in experience for patients.
- Acted as a bilingual liaison, translating for patients and medical staff to ensure clear communication and understanding.
- Provided thorough financial counseling to patients regarding their insurance benefits and financial responsibilities related to medical procedures.
- Contacted insurance companies to secure authorizations and resolve claim issues, ensuring timely reimbursement for services.
- Assisted patients with setting up payment plans and applying for assistance programs to alleviate financial burdens.
- Maintained up-to-date knowledge of healthcare billing processes and insurance policies to provide accurate information to patients.

Patient Financial Counselor

Lakeside Apparel Co

Mar / 2023-Mar / 2024
Chicago, IL

- Communicated with patients and insurance companies to facilitate payment arrangements and resolve outstanding balances.
- Educated patients on their insurance benefits and billing inquiries, providing clarity and support to enhance their understanding.
- Produced reports to track outstanding accounts and implement strategies for timely collections, reducing aged trial balances.
- Conducted financial interviews to assess patient needs and eligibility for charity care, forwarding applications for review.
- Identified financial risks during patient registration, coordinating payment plans for accounts with limited insurance coverage.
- Verified benefits for inpatient and outpatient services, ensuring accurate claim adjustments as per contractual agreements.

EDUCATION

Associate of Applied Science in Health Administration

Springfield Community College

Mar / 2022-Mar / 2023
Chicago, IL

Focused on healthcare administrative practices, including financial management and patient relations.

SKILLS

Bilingual In Spanish/english



Empathy In Patient Interactions



Effective Communication Skills



Negotiation And Conflict Resolution



ACHIEVEMENTS

- Successfully reduced outstanding patient balances by 20% through effective follow-up and payment arrangements.
- Streamlined the insurance verification process, improving accuracy and reducing processing time by 30%.
- Educated over 100 patients on financial responsibilities, resulting in a 15% increase in payment compliance.