



# BENJAMIN LEE

Patient Financial Counselor

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## PROFESSIONAL SUMMARY

Experienced Patient Financial Counselor with two years of expertise in patient account management and financial guidance. Adept at verifying insurance, developing payment plans, and educating patients on their financial responsibilities. Driven to improve patient satisfaction through effective communication and a thorough understanding of financial policies.

## WORK EXPERIENCE

**Patient Financial Counselor** Mar / 2024-Ongoing  
Maple Leaf Consulting Toronto, ON

1. Pre-register patients for inpatient and outpatient procedures, ensuring accurate identification in the ADT system.
2. Collect and enter patient demographics, insurance details, and payment information during registration.
3. Utilize Excel for data entry and manage accounts for various clinics including surgery and imaging.
4. Estimate costs for procedures and communicate upfront co-pay and deductible requirements.
5. Coordinate with insurance carriers to determine prior authorization needs and monitor completion.
6. Verify insurance eligibility using software and direct communication with providers.
7. Educate patients on eligibility for financial assistance programs and document all interactions thoroughly.

**Patient Financial Counselor** Mar / 2023-Mar / 2024  
Crescent Moon Design Portland, OR

1. Communicate with employers and insurance carriers regarding workers' compensation claims.
2. Process and coordinate patient billing information requests with employers and insurance carriers.
3. Negotiate payment arrangements with employers for outstanding patient balances and record agreements.
4. Distribute invoices and necessary documentation to patients and their employers via email or mail.
5. Assist in resolving billing inquiries and provide support to patients regarding their financial obligations.
6. Maintain accurate records in the practice management system for all financial transactions.

## EDUCATION

**Associate of Applied Science in Health Care Administration** Mar / 2022 - Mar / 2023  
City College Chicago, IL

Focused on healthcare financial management and patient account processes.

## SKILLS



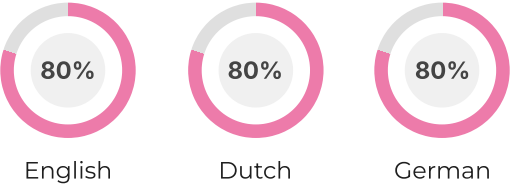
## INTERESTS

- Podcasts Language Learning  
Dancing Cycling

## STRENGTHS

- Intuition Leadership  
Listening Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Successfully reduced patient billing inquiries by 30% through improved communication strategies.
- Implemented a new patient registration process that decreased wait times by 20%.