

# Lead Patient Financial Services Representative

## ROBERT SMITH

Phone: (123) 456 78 99  
Email: [info@qwikresume.com](mailto:info@qwikresume.com)  
Website: [www.qwikresume.com](http://www.qwikresume.com)  
LinkedIn:  
[linkedin.com/qwikresume](http://linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama.

### Objective

International experience in training, process improvement, and quality assurance. Proven ability to solve sensitive issues and problems in a professional manner. Work independently and as a member of a team. Work additional case loads or hours when requested. Thorough understanding of data collection techniques. Twelve years of admission and billing experience in both inpatient and outpatient Facilities. Twelve years of experience performing management responsibilities.

### Skills

Spanish, Microsoft Office, Excel, PowerPoint, Mysis,.

### Work Experience

#### Lead Patient Financial Services Representative

**ABC Corporation** - March 2013 - February 2016

- Verify insurance, obtain authorizations and notifications.
- Accurately and completely document all information into the patient record to ensure maximum reimbursement.
- Explain and obtain signatures on legal forms and registration materials.
- Calculate patient liability according to verification of insurance benefits, collect deposits, deductibles, coinsurance and co-payments.
- Provide information as to available resources and avenues for alternative payment arrangements.
- Act a liaison between the patient , the billing department and the payer to enhance account receivables performance.
- Resolve outstanding issues and patient concerns to maximize service excellence.

#### Patient Financial Services Representative

**ABC Corporation** - 2010 - 2013

- Greet and check- in patients to the ER preparing them for triage.
- Register patients and print face sheets for Rescue teams.
- Verify, add, update insurances and collect co-pays, print receipts Admit patients to the inpatient/treatment units.
- Secure valuables for patients who are admitted.
- Childrens Hospital of the Kings Daughter, Norfolk, VA 23513 Medical Records Clerk Make new patient chart.
- Answer multi-line telephone to screen, forward and take messages.
- Send and receive faxes Collect patient charts from other departments Weekly filing of documents into patients charts..

### Education

Medical Billing - May 2003(Lamson College - Tempe, AZ)