

ROBERT SMITH

Patient Information Specialist

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Patient Information Specialist with the ability to synergize fellow employees to promote optimum efficiency and results for the team. Experienced with implementing proactive changes to the workplace to help develop the team. Capable of leading staff meetings, presenting cases and reports to senior executives, developing actions plans, budgets, and cost analysis. Extensive knowledge of Healthcare Insurance, medical terminology, and CPT/ICD9 codes. Possess the knowledge and experience to run multiple sites and multi-task between simple and complex priorities.

JANUARY 2013 - 2020

PATIENT INFORMATION SPECIALIST - ABC CORPORATION

- Handled all re-authorization requests either by fax, website or phone for the entire Sheltering Arms patient population of our outpatient therapy and physician clinics.
- Responsible for all workers compensation patients accounts by verifying the status of claims, and obtain authorization and billing information.
- Requested Medical/Clinical gap exceptions when we are out of network by gathering medical records and/or Letters of Medical Necessity from doctors.
- Monitored Medicare Caps along with our patient financial service team to ensure that therapist and patients do not exceed limits.
- Maintained open communication with billing specialists to process denied claims by either requesting appeals or obtaining retro authorization request by fax, mail or website for all insurances.
- Created a smooth process for the WC verifications, authorizations and re-authorizations Utilized as a resource from patient access, patient financial services and teammates when it comes to authorizations.
- Monitored raw materials inventory and notify appropriate personnel when reorder point is reached.

2010 - 2013

PATIENT INFORMATION SPECIALIST - DELTA CORPORATION

- Supported the coordination of services provided to all patients from registration to discharge.
- Responsible for providing information to and maintaining relationships with third party payers to obtain necessary benefit information.
- Communicated with all parties to maximize reimbursement to benefit patients and insurance companies.
- Transfer) Successfully trained in Visual AA system Knowledgeable in Athena Verification of insurances for upcoming outpatient therapy and physician .

- Function primarily in the registration and insurance verification role Interacts with Physician/Physician office staff and/ or Payer to meet the .
- Answered calls and emails from people affected by Chronic Kidney Disease Offered assistance for individuals seeking information on risk factors and .
- Greeted each person upon arrival, verified insurance, collected copays, deductibles, and coinsurances, organized and maintained office supplies.

EDUCATION

MS

SKILLS

Insurance Authorization And Re Authorizations.