Robert Smith

Jr. Patient Services Manager

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SUMMARY

To secure a challenging position where can effectively contribute innovative ideas and skills with a reputable organization.

SKILLS

Office Management, Inventory, Product Ordering.

WORK EXPERIENCE

Jr. Patient Services Manager

ABC Corporation - June 2011 – November 2014

- Monitoring operations, and completing assessments and necessary action plan to provide optimal nutrition care.
- Drives patient satisfaction and maintains client relationships through rounding.
- Ensures compliance to food safety, sanitation, and overall workplace safety standards.
- Manages the performance of the foodservice supervisors, diet office, call center, kitchen, tray line, and patient meal delivery staff.
- Coordinates activities related to menu distribution and other menu-related issues, and facilitate operations related to production.
- Manages and controls resources and materials to ensure quality, adequacy of supply and cost control within budgetary guidelines.
- Implemented phases one and two of the patient room service program.

Patient Services Manager

Select Medical - 2010 – 2011

- Patient Services Manager, SELECT MEDICAL, Arlington VA.
- (Aug 16 - Present) Review patient accounts and collect office visit payments.
- Review daily patient procedure charges and balance patient payments.
- Perform Batch reconciliations.
- Create and chart patient files along with verification of benefits and pre-certifications with multiple insurances.
- Review patient cases for possible claim denials along with keeping a constant check on claim deficiencies.
- Schedule patients, manage facility patient flow and acquire medical as well as office supplies..

EDUCATION

B.S. in Communications - (East Carolina University - Greenville, NC)

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