

ROBERT SMITH

Medical Transporter / Patient Services Representative

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Experienced Medical Office Receptionist seeks employment within an established medical office setting to apply my skills and knowledge towards providing excellent assistance to patients while maintaining a professional and smoothly run work environment.

APRIL 2011 - PRESENT

MEDICAL TRANSPORTER / PATIENT SERVICES REPRESENTATIVE - ABC CORPORATION

- Maintain and prepare patient charts to ensure accuracy of finances, treatment, and health records.
- Interact with numerous insurance companies to verify patient eligibility and benefits as well as determine and collect all necessary payments.
- Efficiently and courteously answer multiple phone lines, maintain charts, complete medical chart copy requests in provations, as well as make any diagnosis code changes.
- Patient registration; to include, confirming demographic, insurance, driver, and personal information is correct, answering all questions, ensuring all forms are signed and properly filled out, collecting copayments.
- Checking patient insurance on healthynet for any copayments and prior authorizations needed.
- Responding to patient billing or financial inquiries, directing to appropriate departments, as necessary.
- Once registration is complete enter patient in provations, checking to be sure doctor, procedure, and physicians are correct.

APRIL 2003 - JUNE 2006

FRONT OFFICE ASSISTANT/MEDICAL RECEPTIONIST - ABC CORPORATION

- Experienced in data entry and reception duties, skilled in utilizing office automation tools, medical computer applications, answering phones, scheduling appointments, and greeting patients.
- Tasks and responsibilities answers designated phone calls in a courteous manner.
- Identifies self and obtains callers reason for calling prior to placing the caller on hold.
- Initiate & maintain medical records responds to calls according to specific guidelines approved by the clinic health care team.
- Appoints patient according to patient requests and/or schedule limitations.
- Takes complete message with patient information and concerns and forwards

for appropriate follow-up.

- Reviews the appointment screen for financial/clinical and other flags and refers to the patient when appropriate.

EDUCATION

Medical - (Middle Georgia Technical College) Associate Of Science in Business Administration - 2006(Owens Community College - Toledo, OH)

SKILLS

Customer Service, Proficient In Microsoft, Problem Solving, Communication