

Jamie LeAnn Arellano

Medical Office Specialist

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*PROFESSIONAL PROFILE

I would like to establish a career where I'm able to implement the skills from my training along with my professional experience as a Medical Office Specialist and have the ability to grow in the medical field.

*September 2013
to June 2014*

* WORK EXPERIENCE

Northeast OB/GYN

MEDICAL OFFICE FLOATER

- **Switchboard:** Transferred high volume in-coming calls to the proper associate or department.
- **Scheduling:** Accepted in-coming calls to schedule appointments; Placed out-going calls to OB patients to schedule multiple appointments.
- **Check-In:** Managed multiple doctors check-in flows in an efficient manner; Verified insurances; Processed new patient demographics; Prepped charts; Collected co-pays, balances and private pay deposits.
- **Check-Out:** Scheduled follow-up/ ultrasound appointments based on doctor directions; Reviewed and submitted ICD-9/CPT charges; Overview on ICD-10; Collected payments, balances, co-pay's, deductibles, procedure amounts as well as private pay costs.

*March 2009 to
January 2013*

Dermatology Associates of Kingsport

MEDICAL OFFICE/ MEDICAL RECORDS SPECIALIST

- **CheckIn/Out:** Customer service; Patient registration; Filed patient demographics along with referrals (if required); Obtained superbills; Entered ICD-9/CPT's in Athena; Scheduled follow-up appointments.
- **Medical Records:** Faxed medical reports to PCP and to patients legal counsel pertaining to SSI disability cases; Processed cancer policies; Inter office scanned established patient forms; Scheduled appointments via phone call.

*May 2008 to
January 2009*

Yellow Cab Transportation

CUSTOMER COMMUNICATIONS

- **In-bound Customer Service:** Fast paced incoming calls from customers requesting transportation assistance.
- **Data Entry:** Entered customer pick-up location and drop off destination to dispatch to driver.

* EDUCATION

*December 2012
to January 2013*

State of Tennessee, Department of Labor and Workforce Development

G E D

*January 2008 to
October 2008*

Kaplan Career College (San Antonio)

MEDICAL OFFICE SPECIALIST

* SKILLS AND KNOWLEDGE

DATA ENTRY/ MEDICAL SOFTWARE: Patient Demographics; Scheduling Appointments; Typing Skills along with 10-Key; Superbills; ICD-9/ CPT's; ICD-10 Preview; Microsoft; Word; Excel; NDC Medisoft; Athena; Navicure; NextGen (EPM/EHR)., MEDICAL INSURANCE: Medicare; Tricare; Texas Medicaid (TMHP, Community First and Superior); CHIP; Manged Care; Commerical

Insurance and Health Exchange Plans., OFFICE COMMUNICATION: Telephone Technique; Telephone Documentation; Receptionist Task; Written and Electronic Office Correspondence., BOOKKEEPING: Reimbursements; EOB's; Payroll; Bank Reconciliation; Financial Statements; CMS-1500., MEDICAL TRANSCRIPTION: Physical Consults; Pathology Reports; Chart Notes; Progress Records. , MEDICAL TERMINOLOGY, HIPAA, FIRST AID, CPR - American Heart Association (Currently Expired)