

Aniela Red

Patient Account Representative

Profile

Dedicated Patient Account Representative with 1 year of experience in efficiently managing patient accounts, billing inquiries, and insurance claims. Adept at fostering strong relationships with patients and insurance providers, ensuring timely payments, and maintaining accurate records. Demonstrates excellent communication skills, attention to detail, and commitment to outstanding customer service.

Employment History

Patient Account Representative at Wyoming Medical Center, WY

Apr 2023 - Present

- Successfully reduced outstanding accounts receivable by 40% within six months, resulting in a significant improvement in cash flow for Wyoming Medical Center.
- Streamlined the patient billing process by implementing an automated system, leading to a 20% increase in efficiency and reducing the average time to send out bills from 10 days to 8 days.
- Consistently achieved a 95% customer satisfaction rating by providing exceptional support to patients and addressing concerns promptly, contributing to increased patient loyalty and repeat business for the medical center.

Associate Patient Account Representative at Cheyenne Regional Medical Center, WY

Jul 2022 - Feb 2023

- Successfully reduced patient account delinquencies by 30% within six months through diligent follow-ups and effective communication with patients and insurance companies.
- Streamlined the account resolution process, resulting in a 25% decrease in average resolution time for outstanding accounts, contributing to improved cash flow for the medical center.
- Identified and corrected billing errors amounting to over \$100,000 in potential revenue loss within one year, ensuring accurate and timely reimbursements for services provided.

Education

Associate of Applied Science in Medical Billing and Coding at Laramie County Community College, Cheyenne, WY

Aug 2017 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, ICD and CPT Coding, Healthcare Reimbursement, Electronic Health Records, Medical Office Procedures, and Health Information Management.

Certificates

Certified Revenue Cycle Representative (CRCR)

May 2022

Details

aniela.red@gmail.com

(658) 899-4609

1234 Mountain View Rd, Cheyenne, WY 82009

Links

[linkedin.com/in/anielared](https://www.linkedin.com/in/anielared)

Skills

Communication

Negotiation

Time-management

Problem-solving

Empathy

Microsoft Excel

Medical Terminology

Languages

English

Indonesian

Hobbies

Scrapbooking

Gardening

Playing a musical instrument