

Pie Rite

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EDUCATION

Bachelor of Science in Health Service Management
Minor-Business Administration

May 2021

East Carolina University, Greenville, NC
GPA: 3.6/4.0

RELEVANT EXPERIENCE

Healthcare Administration Assistant

January 2020-Present

Vidant Health, Greenville, NC

- Provide general and administrative support to the staff, doctors and patients of the Oncology department under the supervision of office manager
- Assist in filing medical documents as well as liaised between patient and insurance companies
- Work with other departments to ensure proper data collection, information dissemination, and financial management activities
- Prepare presentation materials for meetings and conferences
- Maintained schedules and calendars for multiple department heads as well as arranged meetings, conferences, travel and other departmental activities as assigned
- Type and design general correspondences, memos, charts, tables, graphs, etc., based on functional needs
Received, sorted, and distributed incoming mails as well as accepted and signed for package deliveries

Patient Service Intern

May 2019-August 2019

Vidant Health, Greenville, NC

- Completed patient accounts based on departmental protocol, policies and procedures, and compliance with regulatory agencies, to include but not limited to pre-admission, admission, pre-registration and registration functions
- Arranged payment options with the patients and screens patients for government funding sources
- Obtained all Prior Authorization Certification and/or authorizations as appropriate. Facilitate payment sources for uninsured patients. Determine if patient's condition is the result of an accident and perform complete research to determine the appropriate source of liability/payment. Admit, register and pre-register patients with accurate patient demographic and financial data.
- Resolved insurance claim rejections/denials and remedy expediently. Calculate and collect cash payments appropriately for all patients. Compile departmental statistics for budgetary and reporting purposes.
- Completed the managed care waiver form for patients considered out of network and receiving services at a reduced benefit level. Update the billing system to reflect the insurance status of the patient. Obtain authorizations based on insurance plan contracts and guidelines. Enter and update referrals as required
- Maintained liaison with professional medical staff and other personnel in administering policies and procedures regarding patient flow and utilization of space, time, supplies and equipment

ADDITIONAL WORK

Customer Service Representative, Target, Greenville, NC
Server, Cracker Barrel, Raleigh, NC

February 2017-June 2018

March 2016-April 2018

COMMUNITY INVOLVEMENT

Future Health Care Executives of America (FHEA), *Vice President*
Institute of Health Care Improvement, *Member*

August 2019-Present

January 2019-Present