

HENRIETTA NICKENS

Washington, DC 20019
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PROFESSIONAL SUMMARY

Medical Office Manager and Scheduler with 18 years of experience overseeing medical office operations. Knowledgeable in Health Insurance Portability and Accountability Act (HIPAA) regulations and insurance verification, payments, and processing. Specializes in scheduling, pre-certifying, and coordinating medical procedures including discussing pre-operative and post-operative care with patients.

PROFESSIONAL EXPERIENCE

Scheduler

Advanced Gastroenterology & Hepatology of Greater Washington
Washington, DC **2/2018 - 8/2021**

- * Directed patient intake, scheduling, insurance verification, and insurance claims processing.
- * Scheduled medical procedures, radiology testing, pre-procedural, and post-procedural appointments.
- * Obtained authorizations and pre-certifications for scheduled procedures.
- * Reviewed procedural and testing preparation instructions and post-procedural care with patients.
- * Provided test results to the referring and primary care physicians.

Office Manager 6/2016 - 1/2017

Interdynamics, Inc.

Lanham, MD

- * Managed front office operations including patient scheduling, intake, and efficient processing of insurance claims.
- * Administered patient follow-up, guiding patients through treatment solutions and medical requirements post-evaluations.
- * Maintained patient records, filing insurance verification, patient intake, and test results.
- * Processed and recorded payments for patient services.
- * Screened and fielded inquiries, providing information regarding behavioral health, occupational, and evaluation services offered.

Scheduler 7/2001 - 6/2016

Gastrointestinal Associates

Washington, DC

- * Managed appointments for 2 gastroenterologists, scheduling procedures, radiology tests, routine visits, and follow-up office visits.
- * Drafted information letters to patients regarding procedures, office visits, and patient care instructions.
- * Contacted primary care physicians regarding patients' office visits and procedures.
- * Verified pre-certification information and obtained authorizations from insurance companies.

Medical Receptionist MD 1/2000 - 7/2001

Physical Therapy and Sports Assessments

Mitchellville, MD

- * Organized front office activities, financial services, and daily administrative duties for physical therapists and physical therapy assistants.
- * Managed scheduling, patient accounts, customer registration, payments, and insurance verification and pre-certification.

*Compiled and presented weekly attendance and billing data, graphs, and charts for Physical Therapists' review.

SKILLS

CBSI	Detail-Oriented	
Organization/Prioritization		
Centricity	HIPAA	Problem Solving
Clinic Tracker	Microsoft Office	
Customer Service-Oriented	Multi-Tasking	

EDUCATION

University of District of Columbia, Washington, DC - General Studies (1993 - 1995)
Joel Elias Spingarn Senior High School, Washington, DC - Diploma