

# Tonya Betts

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Obtain a position where I can maximize my office skills, and quality assurance. Looking for only a remote part time weekend Job. I am highly motivated, determined, and dependable. I can work in a team or independent as needed. Given the proper tools I can do the job that is given to me.

## Work Experience

### Account Representative

Amerisource Funding, Inc - Houston, TX  
November 2018 to Present

My duties include contacting Debtors for payments, locating timecards and invoice's, making sure debtors have their invoice's. I would also deal with Contacting 3rd Parties to make sure Debtors statements are correct and reaching out if invoices are revised and requesting getting revised invoices and forwarding to Debtors. I would also follow-up with debtors and 3rd parties to make sure everyone is always on the same page with payments along with updating contact information. I would also make copies, scan documents and print documents as well as operate on two computer monitors.

### Receptionist/Credentialing Assistant

Concord Medical Group - Lubbock, TX  
April 2018 to September 2018

Duties: My task would be to answer incoming calls and screen and transfer calls; I would put together Medicaid/Medicare Billing Packets for Doctors, Nurses, and Nurse Practitioners and UPS them to doctors to be filled out and return to me in turn I would make sure everything is filled out and notarized and then I would UPS to are Billing Department. I would also reach out to those being credentialed to get documents needed. My task also included doing shift reminder calls to the Doctors each week; I would call Doctors References for doctors to be able to start working. I would also contact doctors about expired Certs that needed to be updated as well. My task was to also upload documents into files, scan documents, make copies and email every day.

### Customer Service Representative

VXI Communications - Lubbock, TX  
December 2015 to April 2018

Duties: My task included setting up customers with DIRECTV, internet and cell phones. Customers would contact me about getting service or having questions about are services that we provided. I would also transfer calls according to what the caller was

calling regarding. I made sure to handle every caller with great customer service. I had about 30 different Computer screens I would have to go through as we.

### **Kelly Services Temp Job**

First Care Health Services - Lubbock, TX

October 2015 to December 2015

Duties: My task would be to Credential all West Texas. I would pull the Doctor's being credentialed by months in the data base than scan them into our system leaving comments and codes and attaching the files. The goal was to make sure everyone being credentialed is practicing under the Federal Law guidelines. The Texas Standard Application and all supporting documents would be needed in order to practice.

### **Patient Account Representative**

National Patient Account Services - Bedford, TX

February 2011 to September 2012

Duties: Handled patient's accounts for over 200 hospitals nationwide. I contacted patients regarding there unpaid hospital accounts. I would have to work through about 20 different screens in some cases to assist in taking care of the patient's accounts. I also had communications with patients Insurance carriers, Attorneys, and the Hospital.

### **Marketing Representative**

Crescent Processing Company - Grand Prairie, TX

February 2008 to September 2011

Duties: My task would be to contact business owners and set up appointments for a sales representative to stop by and discuss credit/debit card machines to be installed for their business

### **Customer Service**

Wal-Mart Supercenter - Bedford, TX

January 2003 to February 2008

Duties: My task would be to handle customers returned merchandise. I also handled Money gram wire transfers, and Money Orders. I would look up merchandise at other Wal-Mart locations for customers.

## **Education**

### **Certification in Medical Office Specialist**

American Commercial College - Lubbock, TX

January 2001 to May 2002

## **Skills**

Great communication skills, typing 40 wpm, Data Entry. Filing and scanning documents.