**[Third Party Customer Service](https://www.postjobfree.com/resume/ad0knq/third-party-customer-woodbridge-va)**

**Location:**Woodbridge, VA

**Posted:**October 23, 2023

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**Resume:**

EARL FRANKS

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Roycee211956@yahoo.com

Attain a position that will enable me to use my strong communication and organizational skills, customer service background, and my ability to work well with others.

EXPERIENCE

03/2021 – PRESENT

PATIENT EXPERIENCE, PATIENT LIASION, GW MEDICAL FACULTY ASSOCIATES (GWMFA)

Creating a safe a welcoming environment for patient, visitors, and family members in the entry area of the building.

Answering patient questions and providing information to direct patients and caregivers to the right location.

Utilizing internal software to assist patients with complaints and queries.

Assisted with checking vitals during the pandemic of everyone entering the building.

Effectively communicating with patients with queries via correspondence through internal software.

Adhering to policies and procedures pertaining to HIPAA and other laws applicable to company’s business practices when assisting patients with PHI.

09/2006 – 03/2020

SCANNER SPECIALIST, gw medical faculty associates (GWMFA)

Ensured all batches and corresponding support documents are legible and scanned accurately into TouchChart.

Complied with HIPPA, company, state, and federal regulations in regard to polices and laws for usage and disposal of patient health information (PHI).

Reconciled payments from insurance companies to GWMFA and forwarded the information to the appropriate departments for payment capturing.

ACCOUNTS RECEIVABLE REPRESENTATIVE

Utilized various hospital/physician systems to verify patient, billing and claim information for accuracy

Performed compliant primary/secondary, tertiary and rebill billing functions which included electronic, paper and portal submission to payers.

Communicated issues to management, including payer, system or escalated account issues.

Adhered to professional standards, hospital policies and procedures, federal, state, and local requirements, and JCAHO standards.

Updated patient demographics/insurance information in appropriate systems.

Monitor claims for missing information.

Secured needed medical documentation required or requested by third party insurance carriers.

Maintained and respect the confidentiality of patient information in accordance with insurance collection guidelines and corporate policy and procedure.

Special Handling billing included not limited to interim bills, overlap review, redistribution of money for correct claim creation.

Resolved and researched billing rejections and utilized reports for analysis and monitored billing activities and prioritization.

Assisted organization with working through special projects as needed.

Adhered to policies and procedures pertaining to HIPAA and other laws applicable to company’s business practices

CUSTOMER SERVICE REPRESENTATIVE

Negotiated payment plans with patients by reviewing account history both through the database and, if additional information is required, the client's portal as well as payment portals to review prior payments.

Executed appropriate procedures for follow-up on third party approvals, billing, and collection of overdue accounts.

Answered incoming patient call and email requests in a prompt, courteous and professional manner

Adhered to policies and procedures pertaining to HIPAA and other laws applicable to company’s business practices.

07/2004 – 09/2006

SENIOR ACCOUNTS RECEIVABLES COORDINATOR, ADVANCED EYE CARE

Managed daily collection activities from third party payers.

Analyzed and resolved reimbursement issues and billing disputes to meet and satisfy billing compliance guidelines for electronic and hardcopy submission.

Assisted patients with their queries deescalating and resolving billing disputes.

Intermediary between patients and insurance companies to resolve disputes.

Negotiated payment arrangements, data entry of contractual adjustments

Utilized various hospital/physician systems to verify patient, billing and claim information for accuracy

Performed compliant primary/secondary, tertiary and rebill billing functions which included electronic, paper and portal submission to payers.

Responded timely to emails and telephone messages as appropriate.

Communicated issues to management, including payer, system or escalated account issues.

Adhered to professional standards, hospital policies and procedures, federal, state, and local requirements, and JCAHO standards.

Monitor claims for missing information.

Maintained and respect the confidentiality of patient information in accordance with insurance collection guidelines and corporate policy and procedure.

Resolved and researched billing rejections and utilized reports for analysis and monitored billing activities and prioritization.

Assisted organization with working through special projects as needed.

Adhered to policies and procedures pertaining to HIPAA and other laws applicable to company’s business practices.

EDUCATION

1980

BACHELOR’S IN ACCOUNTING, illinois state university, macomb, il

1976

ASSOCIATE IN BUSINESS MANAGEMENT, kankakee COMMUNITY college, kankakee, il

SKILLS

Microsoft: Outlook, Excel

Word 6.0 Medical Terminology

ICD9 and CPT coding skills

FDCPA

Hospital Systems: IDX, Epic, Lotus, Medic Misys Systems

Administrative skills: copying, faxing, scanning, filing

REFERENCES

Available upon request.