

Salena Lockhart

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443-881-0065

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Administrative Specialist

Loving Care Senior Services - Prince Frederick, MD
June 2019 to April 2020

- Developed budget recommendations and justification for Loving Care Senior Services CEO.
- Maintained system for monitoring department projects and grant activities and timeliness.
- Managed day- to-day functions in compliance with state, federal and local standards.
- Overseen staff and their development and ensured all employees complied with facility procedure and protocol.
- Ensured Office was compliant with the Health Insurance Portability and Accountability Act, or HIPAA.

Automotive Sales Consultant

Upper Marlboro Ford - Upper Marlboro, MD
January 2018 to December 2018

- Successfully developed my own sales strategy in order to manage time wisely and assist customers in a higher professional courteous manner.
- Maintained strong and extensive knowledge of all vehicle features, makes, and models and inventory in order to consistently provide the best customer services.
- Followed up on all leads from a variety of sources in efforts to bring in customers.

Support Coordinator

Health First FIDA - New York, NY
January 2017 to November 2017

- Outreach calls to and from members regarding benefit questions/issues.
- Scheduled appointments for preventive care.
- Identified risk factors by screening assessments requiring case management intervention.
- Outreach calls to & from providers regarding authorizations, visits, tests, & faxed care plans.
- Received referrals from right fax system and within the interdisciplinary care team.
- Documentation of accurate Members demographic information, and management of an average case load of 200 cases.
- Monitored triggers for case creation from multiple sources: such as HRA, RR, transition, community providers.
- Management decision-making within NY State and Federal (CMS) required time frames. This may include creation of new CCMS events, and making proper changes in fields within CCMS.

Orthopedic Medical Assistant

Capital Orthopedics Specialists - Bowie, MD

May 2016 to September 2016

- Prepare and escort patients for exams to assist the physician in treatment procedures.
- Provided Administrative Support along with managing patient scheduling.
- Collected, sort patient's X-ray & MRI results for review prior to Surgeon's exam
- Supervised drug refills and place supply orders as directed by the orthopedist
- Fill insurance information; inspect insurance authorizations and provide officials with accurate information of patients' health.

Patient Services Coordinator-Registered Medical Assistant

MedStar PromptCARE - Washington, DC

June 2015 to May 2016

- Administered outstanding service to patients and co-workers at this high-volume urgent care center.
- Conducted physicals, including those for drivers seeking certification from the U.S Department of Transportation.
- Administered injections and also medications. Performed vision as well as pulmonary functions test (PFTs), and review audiograms and urinalysis.
- Communicated with pharmacies to expedite prescriptions for patients
- Assisted with front desk operations.

Education

Certification in Medical Billing & Coding

Miller-Motte College - Raleigh, NC

May 2021 to Present

High school diploma or GED

Skills

- Administrative Experience
- Employee Orientation
- Human Resources
- HIPAA
- Event Planning
- Office Management
- Microsoft Office
- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Patient Care
- EMR Systems
- Vital Signs
- Experience Administering Injections
- Medical Office Experience

- Medical Billing
- Sales support
- Microsoft Access
- Filing
- Typing
- Documentation review
- Medical terminology
- Banking
- Laboratory Experience
- Medical Records

Certifications and Licenses

CPR Certification