J/Y JATEL YOUNG

OBJECTIVE

To organize medical data so that it can be effectively used for enhancing the quality of care. It aims to make the right health content accessible whenever it is required, at the same time ensuring its high quality and security.

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EXPERIENCE

May 2023– Present
Health Information Specialist 1 • CIOX • REMOTE
Receive and process requests for patient health information in accordance with company and facility policies and procedures
Maintain confidentiality and security with all privileged information
Maintain working knowledge of company and facility software
Adhere to the company's and customer facilities code of conduct and policies
Inform manager of work, site difficulties and/or fluctuating volumes
Assist with additional work duties or responsibilities as evident or required
Consistent application of medical privacy regulations to guard against unauthorized disclosure
Responsible for managing health records
Responsible for safeguarding patient records and ensuring compliance with HIPAA standards

January 2023– July 2023
Overnight Specimen Accessioner • Lab Corp • Dallas, TX

Prepare laboratory specimens for analysis and testing
Unpack and route specimens to their respective staging areas
Accurately identify and label specimens
Pack and ship specimens to proper testing facilities
Meet department activity and production goals
Properly prepare and store excess specimen samples
Data entry of patient information in an accurate and timely manner
Resolve and document any problem specimens

August 2021– Present
In Store Shopper/Cashier • Sprouts Farmers Market • Plano, TX

Cashier, handle customer cash, credit/debit payments, and change, and assist customers by providing information and resolving their complaints.

October 2022– January 2023
Benefits Verification Specialist • Lash Group • REMOTE

Benefit Verification Specialist I contact insurance companies to verify patient specific benefits. Ask appropriate questions regarding patients' benefits and completes data entry and/or appropriate forms to document patients' benefits coverage. Reviews all patient insurance information

needed to complete the benefit verification process. Triages cases with missing information to appropriate program associates. Verifies patient specific benefits and precisely documents specifics for various payer plans including patient coverage, cost share, and access/provider options. Identifies any restrictions and details on how to expedite patient access. Could include documenting and initiating prior authorization process, claims appeals, etc. Completes quality review of work as part of finalizing product. Reports any reimbursement trends/delays to management. Performs related duties and special projects as assigned.

July 2022– August 2022
HIM Specialist • Medical City McKinney • McKinney, TX

As a birth certificate clerk, I collaborate with the parents to get documents needed, by delivering the appropriate forms to them and providing guidance in the completion of the forms. Work with the parents to complete the Acknowledgment of Paternity form, which can require patience and sensitivity if there is conflict regarding parental responsibility. Reviews patient medical records and other resources, as needed, to obtain required birth information. Review completed birth certificate worksheet for completeness and accuracy. I may even update baby names in the E.H.R. and validate name change in HPF/MPF. I also communicate issues and process barriers to the HIM Director/Coordinator.

May 2019– July 2021
Overnight Cashier/Stocker • Walmart • Frisco, TX

As a Cashier overnight, I oversee all the returns for the day and separate them into the carts for each aisle and place them back on the shelves. My accomplishment is to make sure I am done with all my returns before the end of my shift and have my area clean.

October 2014– June 2018
Store Accountant • Harris Teeter • Charlotte, NC

As a store accountant I come in exceedingly early mornings to collect data from previous workdays such as western union statements, money orders, lottery etc. I make and deposit out money throughout my shift, fill up self-checkout registers if needed. I reset the cash draws each day and make sure there was no money short or over for that day. When finished I did customer service, at an extremely fast pace. Enjoy getting to know my customers and they all know me. I am very friendly, hardworking, caring, and full of energy.

October 2014– June 2018
Shift Supervisor & Barista • Starbucks • Charlotte, NC

My position as the shift lead is to place and receive orders and put them in the correct areas of the store. I make sure before I start my shift that everyone knows the duties for shift and to encourage them during the rush hour times and they know exactly what their job is for when rush time starts. I help and guide my workers if needed and make sure the rush hours are in a timely manner.

EDUCATION

Collin County Community College
McKinney, TX
PRESENT
Associate in Science (AS) Health Information Management

Rowan-Cabarrus Community College
Salisbury, NC
August 2016-October 2017
Certificate Medical Bill Code Specialist

SKILLS

• Microsoft Word, Microsoft Excel (7 years)
• Barista Experience
• Accounting
• Cashiering
• Food Preparation
• Serving Experience
• Shift Management
• Coffee Experience
• POS
• Cash Handling
• Food Service
• Cleaning Experience
• Retail Sales
• Visual Basic
• HIPAA (5 years)
• Medical terminology (2 years)
• Typing (8 years)
• Data Collection (2 years)
• Medical Office Experience (Less than 1 year)
• Medical Coding
• Windows

LEADERSHIP

As a Shift Supervisor at Starbucks, my duties were to understand what the customer wants and how to best deliver the experience. Listens and communicates well with others within and outside of Starbucks. Creates a team environment that is positive and productive. Takes personal responsibility to do the right thing and persists in times of challenge or uncertainty.

REFERENCES

[Available upon request.]