

## Elda Gutierrez

### Skills

- Bilingual (English/Spanish) customer service and collections professional
- Educated patients on bills and set up payment plans
- Insurance verification, billing, claim and collections
- Software: Microsoft Office

### Professional Experience

#### **King Soopers**

Oct 2017 - Present

##### *Bakery Clerk*

- Assist customers with any baked goods for purchase
- Take written requests for cake orders

#### **Assurance Wireless (Seasonal Contract)**

Jan 2017 – June 2017

##### *Field Agent*

- Helped customers with approval for California lifeline free cell phone program
- Assisted with any questions or education pertaining to cell phone policies and usage

#### **Long Beach Memorial Medical Center**

May 2007 – Jan 2012

##### *Patient Accounts Collector*

- Worked in billing department for cash accounts
- Collected payments toward patient hospital bills
- Updated insurance information into database for billing purposes
- Followed up on claims process/status for payment in a timely manner
- Assisted walk-in patients with hospital bill inquiries
- Answered high volume calls both in English and Spanish from patients, providers and insurance

#### **Apria Healthcare**

May 2002 – April 2007

##### *Quality Assurance Coordinator/Insurance Verification Representative*

- Verification of eligibility for DME (Durable Medical Equipment) through insurance
- Once verification was made, input insurance info into data for DME order process
- Assisted with incoming calls both with English and Spanish speaking customers
- Verified DME orders were inputted into data with correct HCPC code for accurate delivery of equipment to customer

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- Called customers to verify delivery if equipment delivered on a timely manner
- Processed completion of DME order with correct HCPC code/diagnosis and attached with any approvals needed for billing process