

Kelsey Valdez

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EXPERIENCE

Western Nephrology, Longmont CO — Patient Access Representative

12/17/ 2017 - 12/2018

Duties Performed -

Greet Patients, Checking in and out process, Collection of copays and due balances, Verify and update patient demographics and annual forms Via EMR , referrals, working incoming faxes and distribution, answering multiple phone line system and triaging calls based on importance, take messages and assign tasks via EMR, balancing end of day reports and money drawer, faxing, copying, scanning documents into Patient EMR, demonstrate clear communication with providers to ensure quality patient care, light cleaning and keeping office presentable and organized

Gastroenterology of the Rockies Medical Call Center, Louisville CO — Operator & Medical Procedure Scheduler

12/2017- 07/2017

Duties Performed -

Answer patient phone calls in a timely manner, forward to popper extension, record phone messages and assign to Provider or Nurse via Patient EMR, forward calls to answering service, chart prep, Scheduling colonoscopies and other procedures, educating Patient on proper procedure prep and answering important questions, mailing out paperwork and procedure prep instructions, insurance verification, enter Patient demographics and medical history

Boulder Bone and Joint, Louisville CO — Medical Billing Specialist

09/2015- 09/2016

Duties Performed

Answer Billing line, insurance verification, updating patient insurance information and annual forms, submitting claims to patient insurance provider(s), ICD9 and ICD10 coding, AR and collections, creating and mailing out monthly billing statements. Handling patient EOBs and Scheduling patients.

SKILLS PROFILE

CPR & First Aid Certified
Vital Signs
HIPPA Certified
Medical Charting & Filing
Rooming Patients
OSHA Certified
Insurance Verification & Billing Procedures including AR
MS Word,Excel and PowerPoint
Sterile field setup
Phlebotomy & Injections
EMR (Eclinicalworks etc.)
55 WPM Typing & 10 key

AWARDS/ ACKNOWLEDGMENTS

Deans list for eight consecutive months while in Medical Assisting School with a 4.0 GPA

**Allergy And Asthma Center of Colorado, Louisville and
Boulder CO - *Medical Assistant and Receptionist***

06/2012 - 06/2014

Duties Performed -

Answer Phones, schedule Patients, check in and out process, verify insurance and eligibility, handling of EOBs and patient statements, collecting copays, scanning, copying and faxing document, ordering of supplies and drug samples, charting, balancing and depositing, administering allergy injections, rooming patients, vital signs, prescription refills, clean and prep exam rooms, prior authorizations, calling patient with lab results, light office cleaning and organization.

EDUCATION

**Everest College, Thornton Campus CO — *Medical Assisting
Diploma***

05/2010 - 05/2011