

Pamela S. Hestikind

Cheyenne Wyoming

Highly motivated and detail minded professional with over 16 years' experience in an outpatient mental health environment. Extensive experience in an administrative support with my main focus doing data entry and recent training in health insurance billing. College Certified Medical Coder with a Clerical Certification. Proficient in:

- Patient Scheduling
 - Receptionist Experience
 - Insurance Verification
 - Organizational Skills/Filing
 - Focused Listening Skills
 - Medical Billing Experience
 - Microsoft Suite Proficiency
 - Patient Records Management
 - EPIC computer system
 - Excellent Verbal Communication
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Professional Experience

May 30, 2017 – October 1, 2019, The Everett Clinic, Part of Optum Care, 1800 Colby, Everett, WA 98201

- **Patient Services Representative/Receptionist**
- **Schedule patient's appointments using Epic**
- **Assist patient's with check in for appointments**
- **Collect patient Co-pays**
- **Verify insurance using One Health Port**

April 2016 to November 2016: Prestige Medical Billing Co., 17528 W Main St., Monroe, WA 98272

Medical Billing Account Manager

- **Verify patient insurance coverage**
- **Post patient services and charges**
- **Create and send insurance claims**
- **Communicate as needed with providers and their patients**

1999-2015: Data Entry Specialist/Secretary, Compass Health, 3322 Broadway, Everett, WA 98201. 425-349-6200

Data Entry Specialist/ Secretary

- Entered client demographics, insurance payers, and services provided.
- Assisted client's upon arrival for emergency mental health appointments.
- Created, organized and filed client records, and recorded and distributed Emergency Services meeting minutes as needed.
- Organized client documents and created weekly reports that kept track of client open episodes.

1997-1998: Receptionist - Madeliene Villa Nursing Care Center, Marysville, WA. 360-659-1259.

- Directed visiting family members to appropriate residents' rooms.
- Utilized a multi-line phone and directed incoming calls to staff and or hand wrote messages.
- Organized and entered resident's itemized monthly supplies for billing purposes.

1990-1997: Medical Records Specialist – Everett General Medical Center, 1717 13th St., Everett, WA 98201. 425-261-2000.

- Organized, for Quality Assurance, patient medical records for chart reviews.
- Lead for Medical Records Clerks, created their schedules, assisted with employee questions and trained new employees.
- Compiled and sorted patient records for chart assembly and analyzing records for physician's completeness.
- Filed and searched for medical records and delivered patient charts throughout the hospital as needed, answered multi-line phone, and assisted the public with their medical records needs.

Education Investment

- Medical Coding Certificate - 2012
- Clerical Certificate – 1990

Volunteer Services

- Providence Sexual Assault Center, Advocate, 1996-1997
- Granite Falls School District, Classroom Assistant, 1991-1996
- Marysville Police Department, Records Clerk, 1988

“Over the years Pam has maintained exceptional, accurate, timely data entry, funding verification, and chart management for Emergency Services, as well as covering reception and phone for the program. Pam has always been a dependable support to the program and steps up to provide dependable coverage for the office when needed.”

--Yvonne McClure, Office Manager, Emergency Service, Compass Health
