

# TIFFANY P. REINKE

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- OBJECTIVE** To work long term with an organization where I can utilize my knowledge and skills. Start my career, grow with an organization, and over time prove to be an asset.
- SUMMARY OF QUALIFICATIONS** I have extensive experience in new patient intake with a medical pain clinic. My experience within the health care field extends to insurance verification, medical records, communications, and coordination of benefits. I am currently pursuing a diploma for medical billing and coding. Once I obtain the diploma, I plan to seek state certification.
- Two years of experience in new patient intake.
  - Some college in information technology.
  - Working towards obtaining medical billing and coding diploma.
  - Great customer service skills.
  - Strong computer and phone skills.
  - Experience with Microsoft Office.
  - Experience with I.O.D. software.
- EXPERIENCE**
- Britton Center PA**, Saint Paul, MN 5/2013 to 5/2015  
**New Patient Intake/Communications**
- Receive and review medical records, forward to supervisor for approval or denial.
  - Call patients to collect demographic and insurance information.
  - Registered patients into I.O.D. system.
  - Verify with insurance companies insurance eligibility, verify co-pays, coinsurance, deductibles, and coordination of benefits.
- Teletech**, Englewood, CO 2011 to 2012  
**Customer Service**
- Manage shipment tracking.
  - Manage changes in payment methods, and personal information.
  - Receive customer complaints and handle accordingly.
  - Receive and cancel orders.
- EDUCATION**
- Information Technology**, Globe University, Woodbury, MN 2010 to 2012  
Graduated; N/A
- Medical Billing and Coding**, Penn Foster, Scranton, PA 2014 to Current  
Currently working towards a certification in medical billing and coding, will seek state certification once obtained.
- COMPUTER SKILLS** Experienced with Microsoft Office (word, excel, and power-point). Experienced with medical I.O.D. program platforms.
- LANGUAGES** English: Native language/Fluent  
Spanish: Minimal
- ACTIVITIES AND INTERESTS** Spending time with my family and children, reading, fishing, camping, and motorcycle riding.
- REFERENCES** Available upon request