

Rose M. Villarreal, Administrative Professional

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Dependable administrative professional with Accounts Receivable experience in medical settings seeking an opportunity to serve your organization. A responsible and dedicated office professional in a heavy-volume, fast paced environment. Serving in diverse roles as Customer Service with Customer focused professional whose philosophy is “do it right the first time”.

Skills

- * Editing, Data-Entry Clerk
- * Microsoft windows
- * Word perfect
- * Handle multi-line phones
- * Experience with Medical Terminology
- * Knowledge of ICD9 & CPT Coding
- * Windows Outlook
- * Internet
- * Xeroxing, filing, faxing, scanning
- * Standard Billing procedures
- * Multi-phone system
- * Bilingual, Spanish Translator

Education

Concorde Career Institute 2000-2001
Insurance Billing & Coding Specialist Diploma- High honors

Adult Education 1989-1992
High School Diploma 4.0

Additional Training and Achievements

- Longmont Clinic –Internship CPT Coder
- Insurance Biller Seminars/ How to become effective in Customer Service
- Appreciation award from the Board of Commissioners for continued participation in the Community Interest.

Professional Experience

Insight Global,LLC- Baker Hughes GE Company

Kelsie Kumper **1800 Nelson Road**
314-550-0343 **Longmont, Colorado 80501**

Administration Support Assistant

Begin Date -5/20/19 T0- Current

Greet Company visitors, they are given a visitor badge or a loaner badge if they are here for Company training for access to enter locked doors. I keep tract of keys on spread sheet saved in excel. They are escorted to desired areas of the building. I serve as a resource person for all visitors receiving through Incoming, and out going phone calls. telephones direct calls to appropriate location.

Accel at Longmont- Longmont, CO
Rehabilitation Care Center Full Time Receptionist

08/08/2018 to 02/12/19

- Answered in coming phone calls, directing calls, scheduling transportation for residence to get to and from therapy or doctor appointments.
- Providing excellent customer service, greet visitors, making them feel welcome.
- Handling of money for lunch purchases responsible for cash drawer. Schedule reservations for meeting room.
- Facsimile, email, printing, scanner, use on a daily basis.
- Responsible for opening and delivering US postal mail.
- Manager on Duty in the dining room on a daily base assisting with serving meals seeing that the kitchen, and dining room ran smoothly.

Community Medical Center - Lafayette, CO
Part Time Patient Access Registration Representative

10/18/17 to 02/28/18

- Provide excellent customer service and act as a resource person for the hospital by providing information for patients
- Greet patients and make them feel welcome
- Use Meditech software to update patient demographics in patient's accounts
- Retrieved scripts 'orders' from the physician when not available at the time of service
- Utilized programs such as Easy Pay, DCR Tracker to locate doctor's orders for patients

- Verify Insurance Eligibility
- Collect copays at time of service, and apply payments to patient accounts
- Notate accounts with each registration
- Scan insurance cards
- Enter established patients information
- Enter all new patient registration demographics.
- System entry of LABS & MRI Coding procedures given on the doctor's order (script). Made calls to the doctor's office to retrieve the ICD-10 codes as needed.
- Use Meditech to complete Billing /Account/Receivable

Longmont United Hospital – Longmont, CO.
Patient Financial Registration Representative

11- 8/4/2014 to 12/31/2016

- Managed the Cashier office.
- I received the public either by walk-ins or by telephone.
- Receiving, and posting payments for applying to patient's accounts.
- Assisted to help patient with accounts they did not understand; I investigated, by making necessary phone calls either to Insurance carriers or billing Dept. as to why patient received a billed amount for their services being disputed.

- Handled written disputes forwarded to the proper department manager upon manager's decision I related the decision made by management to the patient by making a phone call back to the patient.
- Made payment arrangements, per hospital guidelines.
- I received money throughout the day from departments within the hospital, and tallied money for Loomis to pick up the following morning.
- I made daily bank runs, making sure that the Cafe had sufficient amount of change for the day.

***Land Use
Admin Tech***

3/3/10 to 8/13/13

- Scanned architecture blue prints and customer files that were archived, then worked to current years.
- Operated multi-line phone system
- Scheduled daily meetings
- Managed office mail (incoming and outgoing)

***BC Services Inc.
Collection Representative***

11/2002 to 2/2008

- Collection of outstanding invoices
- Performed research to verify patient's mailing and phone information
- Worked with patients to resolve past due balances
- Worked with insurance carriers to secure payment

***Family Health Service
Financial Screener***

2000 to 2002

- Determined patient eligibility for low Income Government Assistance Programs.
- Received applications and met on a monthly basis with Social Services for updates, and application approvals.