

Mara Santana

70 River Road, Somerville MA 02145

MaraSantana30@yahoo.com

6 yr
resident
fmr. tenant coordinator

SUMMARY OF QUALIFICATIONS:

- Over 8 year of experience as a Patient Access Representative
- Excellent verbal, written communication and customer service skills
- Demonstrated ability to organize and prioritize assignments
- Proficient with computers, including Microsoft Office Suite
- Proven ability to use fax machine, calculators, printers, copiers, various computer programs, optical scanners, and credit card machines
- Ability to transport patients via wheelchair
- Track record of upholding strict patient confidentiality
- Highly skilled in greeting the patients and registering their concerns in the log book
- • Bilingual (Portuguese and Spanish)
- Proven record of verifying all information and existing charts with patients

Cambridge Hospital,

Cambridge, MA

Patient Access Representative

June 1998-Oct. 2010

- Greet patients and visitors
- Obtain and enter demographic, clinical, financial information
- Registered, booked patients in person and by phone
- Performed ICD coding, identifying and correcting errors in billing
- Carry out insurance verification, consent and notification
- Explain and obtain signatures on admission, clinical and financial forms
- Scheduled all specialty appointments as indicated at the direction of the physician
- Answered all incoming calls and took messages for the staff and physicians
- Reviewed daily cancelations and no-shows with physicians
- Verified all demographic and insurance information and charges as necessary
- Sort and prioritize incoming and outgoing mail for each physician