

Reyna Tapia

Santa Fe, NM
rtapia1187@gmail.com
(505) 306-4162

References:

Renee Horton
Previous Supervisor
Presbyterian Hospital
(505)249-1866

Cindy Naranjo
Former Manager
Presbyterian Hospital
(505)249-8136

Deeadra White
Former Office Manager
Grant Davis Gribble Dental
(505)898-1976

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Community Relationship Manager

July 2017 to January 2018

Smile 360

- Answer all incoming phone calls and emails
- Maintain a three hygiene schedule, restorative schedule, and oral surgeon schedule
- Verify insurance benefits
- Treatment plan patients showcasing any out of pocket after insurance benefits.
- Call in prescriptions
- Review and follow up with insurance companies regarding any open claims that are pending payment.
- Review all patients' explanation of benefits and bill patient accordingly; post payment
- The ability to create and upload Invisalign accounts and photographs.

- Balance daily, monthly and yearly transactions
- Submit all claims and attach all necessary x-rays and or documentation.
- Dispute any nonpayments' from insurance companies
- Review schedule for proper treatment and payment each day.
- Submit all billing statements

Financial Advocate

Presbyterian Rust/Presbyterian Main Hospital

April 2013 to July 2017

- Assist all self-pay patients that are in need of financial assistance.
- Properly screen and enroll patients for programs such as Medicaid, Institutional Medicaid, Indigent, Indian Healthcare Services, Crime Victims, New Mexico Insurance Pool, and the Community Benefit Program.
- The ability to approve and process a Medicaid application as a Presumptive Eligibility Determiner.
- Assist patients in applying and enrolling for insurance through The Affordable Care Act as a Certified Enrollment Counselor.
- Serving clients that are in need of a Notary Public for Medical Documents.
- Participated in community outreach and customer education throughout all Presbyterian's regionals.
- The ability to manage Medicare days and assist accordingly.
- Assisted in the training needed for those in The Financial Advocacy Center.
- Cross trained as Registrar, EMPI, Patient Service Representative, and Patient Service Representative in the OB department.

Front Office Specialist

Urgent Care, Presbyterian Medical Group - Belen, NM

April 2012 to April 2013

87002

- Provide scheduling, registration and medical insurance verification for Urgent Care Patients
- Manage patient prescription documentation and verification; distribute approved prescriptions
- Manage patient overdue medical results and referrals
- Collect residual/date of service fees
- Manage and route incoming phone calls
- Belen location recognized in December, 2012 for Highest Satisfactory Rates within PMG

Treatment Coordinator

Grant Davis Gribble Dental - Albuquerque, NM

September 2005 to April 2012

87114

- Responsible for Receptionist, Scheduling Coordinator, and Treatment Plan Coordinator duties daily
- Responsible for patient financial advocacy for insurance, financial payment arrangements, account information
- Discuss required documentation ensuring patient receives and returns properly filed forms for patient records
- Submit all dental claims to appropriate insurance companies
- Call in prescriptions on behalf of patients
- Provide written explanations of healthcare

Education

Business Administration

Central New Mexico College - Albuquerque, NM

2006 to Present

Business Administration

Rio Rancho High School - Rio Rancho, NM

2006 to 2007

Skills

RECEPTIONIST, CUSTOMER SERVICE, EPIC, EXCELLENT CUSTOMER SERVICE SKILLS, MICROSOFT OUTLOOK

Additional Information

A detail-oriented and highly organized financial advocate providing excellent customer and patient assistance.

- Seven years experience within Dental Healthcare Administration
- Over five years of experience within admitting as a Financial Advocate/Lead
- Over two years of experience networking and marketing.

Skills

- Strong interpersonal skills - State Certified Presumptive Eligibility Determiner (PE)
- Notary Public - Government Certified Enrollment Counselor

- Excellent Customer Service Skills - Proficiency in Dentrax, Eaglesoft Software, EPIC, and RBS.
- Computer use/application proficiency - Microsoft Outlook, Word, PowerPoint
- EPE Champion
- Wellness Ambassador