**LORETTA E. BICKEL**

(914) 843-0907

lorettabickel@hotmail.com

**EXPERIENCE**

**Allwood Pediatrics**

**02/28/2018- Present**

Managing high volume of calls

Verifying insurance eligibility patient demographics and health information

Collecting copays and multitasking at the front desk

Scheduling canceling appointments in EMR system

Assisting with Spanish speaking patients

**Advanced Ob/Gyn Associates**

**03/22/2012-12/01/2017**

*Patient Services Representative*

*managing* high volume multi-line phone system

verifying insurance eligibility, patient demographics and health information

collecting copays and multitasking front desk and/or call center duties

scheduling, rescheduling and canceling patient appointments in EMR system

**p**reparation and filing of medical records

obtained insurance authorizations for patient ultrasounds and office visits

assisted with Spanish speaking patient population

**West Med**

**09/12/2011-10/20/11**

*Patient Services Representative*

*managing* high volume multi-line phone system

Verified patients’ demographics, health information and insurance.

scheduling, rescheduling and canceling patient appointments in EMR system

protected the security of patient information to ensure that confidentiality is maintained.

acted as a Spanish translator for Spanish speaking patient population

**National Government Services-Medicare**

**11/27/2010-09/09/11**

*Patient Services Representative*

Conducted inbound and outbound calls with patients regarding services rendered

Entered provider information into a proprietary database

Completed multiple projects as directed by acting manager such as registering patients into

hospital database,handling insurance claims and denial calls and database entry for

resubmission

**Prime Medical Billing Management**

**12/2008-03/2010**

*Patient Services Representative*

Facilitated billing inquiries with Insurance Companies

Conducted outbound calls following up on claim status on Aging Reports

Made notes of payment transactions or patient claims

Printed and resubmitted claims

Contacted patients about their claim denials

**Greenburgh Health Center**

*Bilingual Customer Service Representative*

***07/2004-08/2008***

Obtained insurance authorizations over the phone and in person for specific patients

Operated telephone switchboard taking inbound calls educating patients on services provided

as well as scheduling appointments and addressing patient concerns

Utilized and used Microsoft offices to prepare monthly financial reports

Translated Spanish to English over the phone for co workers

EDUCATION AND COMPUTER SKILLS

**EDUCATION**

Associate degree in Computer Application Management ,

The College of Westchester,

White Plains, NY 2010

Bilingual

Prolific in the following: Microsoft Office Applications, IDX, Click view, Practice Fusion

EClinical Works, Outlook, Navinet, Availity, NJIS, NJMMIS.