Angelina Bearer

Medical Receptionist

Profile

I have over five years' experience working as a medical receptionist in fast-paced environments. I am extremely efficient and organized, with superb customer service skills. Above all, I pride myself on my ability to maintain calm under pressure and juggle multiple tasks simultaneously. In my previous role, I was responsible for managing patient appointments, answering incoming calls, handling inquiries from patients and other health care professionals alike. Additionally, I also have experience with billing insurance companies and processing payments from patients.

Employment History

Front desk medical receptionist at Atrium Health
Apr 2022 - Present

- Answered an average of 100 calls per day.
- Greeted patients and visitors in a professional manner.
- Acted as a liaison between patients, doctors, and other medical staff.
- Scheduled appointments and laboratory tests.
- Entered patient data into the electronic medical record (EMR) system.
- Collected co-pays and verified insurance benefits.

Medical office receptionist at LifePoint Hospitals
Aug 2017 - Feb 2022

- Handled all incoming calls and routed them appropriately.
- Welcomed patients upon their arrival and checked them in for appointments.
- Managed schedules for a team of 3 doctors, 7 nurses, and 2 MA's.
- Answered patient's questions pertaining to their health insurance coverage.
- Collected co-pays & balances due at the time of service.
- Requested prior authorizations from patients' insurance companies.

Certificates

CPR (Cardiopulmonary Resuscitation)
Aug 2020

FA/CPR (First Aid and CPR)
May 2019

EMT-B (Emergency Medical Technician - Basic)
Nov 2017

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Education

Associate's Degree at Northwestern University, Evanston, IL
Aug 2013 - May 2017

Links

linkedin.com/in/angelinabearer

Skills

Organizational skills

Multi-tasking

Scheduling

Answering phones

Records management

Filing

CPT and ICD-10 Coding

Languages

English

Spanish