

Patient Account Representative

PROFESSIONAL SUMMARY

Organized Patient Service Representative with 12 years of experience in healthcare. Adept at patient advocacy and education with commitment to efficiency. Skilled at coordinating busy offices and maintaining professionalism in stressful situations. Hardworking Patient Account Representative dedicated to customer service and patient care. Outgoing and flexible team player. Motivated Patient Account Representative offering 12 years of healthcare and customer service experience. Highly effective time management, conflict resolution and communication skills. Detail-oriented Patient Account Representative with extensive knowledge of billing systems, medical terminology and insurance practices.

WORK HISTORY

Healthpartners . Andover, MN

Patient Account Representative | 11/2019 - Current

- Reviewed and corrected claim errors to facilitate smooth processing.
- Electronically submitted bills according to compliance guidelines.
- Monitored flags and resolved urgent items with accuracy and efficiency.
- Worked with outside entities to resolve issues with billing, claims and payments.
- Posted payments and processed refunds.
- Reconciled statements with patient records.
- Responded to patient, family and external payer inquiries.

The Kemtuh Group . Shelton, CT

Call Center Customer Service Representative | 09/2019 - 11/2019

- Adhered to company policies and scripts to consistently achieve

SKILLS

- Medical billing
- Chart pulling
- Interpreting physician orders
- Document filing
- Insurance verifying
- Patient greeting
- Insurance Knowledge
- File Coordination
- Patient Contact
- Excellent Judgment
- HIPAA Understanding
- Coding
- Payment processing
- Collections experience
- Verbal and written communication
- Time management
- Insurance billing
- Medical terminology
- Microsoft-savvy
- Medical insurance
- Appointment Scheduling
- Directing callers
- Payment collection

EDUCATION

Alma High School

Alma, AR

05/2005

High School Diploma

Certified Patient Account Representative Study Guide 2013

Teresa Treiger, Ellen Fink-Samnick



Certified Patient Account Representative Study Guide 2013:

A Case Manager's Study Guide Nancy E. Skinner, Stefany H. Almaden, 2018-03-20 A Case Manager's Study Guide Preparing for Certification Fifth Edition is an essential study guide for case managers preparing to take the Certified Case Manager CCM exam offered by the Commission for Case Manager Certification CCMC Based on the five knowledge domains and eight essential activities from the CCMC it contains hundreds of questions and answers with comprehensive rationales Completely updated and revised the Fifth Edition reflects the latest CCM exam blueprint Health Services Management: A Case Study Approach, Eleventh Edition Ann Scheck McAlearney, Anthony R. Kovner, 2017-09-01 Instructor Resources Instructor's Manual Today's healthcare managers face increasingly complex challenges and often must make decisions quickly When a difficult situation arises managers can no longer simply look it up online or in the management literature Properly looking it up involves knowing where and how to look appropriately framing a research question weighing valid evidence and understanding what is required to make proposed solutions work Health Services Management A Case Study Approach offers a diverse collection of case studies to help readers learn and apply key concepts of management with an emphasis on the use of evidence in management practice The case study authors many of whom are practitioners or academics who work closely with practitioners present realistic management challenges across a variety of settings They examine potential responses to those challenges by health services managers and other stakeholders and they provide a platform for meaningful discussion of opportunities and constraints for management decision makers attempting to implement change This edition includes 60 case studies 32 of which are brand new arranged thematically into six sections The Role of the Manager Control Organizational Design Professional Integration Adaptation and Accountability The new cases include the following Better Metrics for Financial Management What Makes a Patient Centered Medical Home Doing the Right Thing When the Financials Do Not Support Palliative Care Hearing the Patient Voice Working with Patient and Family Advisers to Improve the Patient Experience Managed Care Cautionary Tale A Case Study in Risk Adjustment and Patient Dumping Learning by example is one of the oldest forms of learning and the case study approach offers a time tested way for students and healthcare professionals to develop practical skills that are not easily acquired through lectures Health Services Management has been used in classrooms since 1978 and this eleventh edition offers a fresh take on a classic text

"Code of Massachusetts regulations, 2013", 2013 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 **Nursing Informatics for the Advanced Practice Nurse** Susan McBride, PhD, RN-BC, CPHIMS, FAAN, Mari Tietze, PhD, RN, FHIMSS, FAAN, 2015-12-03 Designed specifically for graduate level nursing informatics courses this is the first text to focus on using technology with an interprofessional team to improve patient care and safety It delivers an expansive and innovative approach to devising practical methods of optimizing technology to foster quality of patient care and support population health initiatives Based on

the requirements of the DNP Essential IV Core Competency for Informatics and aligning with federal policy health initiatives the book describes models of information technology the authors have successfully used in health IT as well as data and analytics used in business for profit industry and not for profit health care association settings which they have adapted for nursing practice in order to foster optimal patient outcomes The authors espouse a hybrid approach to teaching with a merged competency and concept based curriculum With an emphasis on the benefits of an interprofessional team the book describes the most effective approaches to health care delivery using health information technology It describes a nursing informatics model that is comprised of three core domains point of care technology data management and analytics and patient safety and quality The book also includes information on point of care applications population health data management and integrity and privacy and security New and emerging technologies explored include genomics nanotechnology artificial intelligence and data mining Case studies and critical thinking exercises support the concept based curriculum and facilitate out of the box thinking Supplemental materials for instructors include PowerPoint slides and a test bank While targeted primarily for the nursing arena the text is also of value in medicine health information management occupational therapy and physical therapy Key Features Addresses DNP Essential IV Core Competency for Informatics Focuses specifically on using nursing informatics expertise to improve population health quality and safety Advocates an interprofessional team approach to optimizing health IT in all practice settings Stimulates critical thinking skills that can be applied to all aspects of IT health care delivery Discusses newest approaches to interprofessional education for IT health care delivery

Associations' Publications in Print, 1981 1981 in 2 v v 1 Subject index v 2 Title index Publisher title index Association name index Acronym index Key to publishers and distributors abbreviations

Nursing Informatics for the Advanced Practice Nurse, Third Edition Susan McBride, Mari Tietze, 2022-02-01 Winner of two first place AJN Book of the Year Awards This award winning resource uniquely integrates national goals with nursing practice to achieve safe efficient quality of care through technology management The heavily revised third edition emphasizes the importance of federal policy in digitally transforming the U S healthcare delivery system addressing its evolution and current policy initiatives to engage consumers and promote interoperability of the IT infrastructure nationwide It focuses on ways to optimize the massive U S investment in HIT infrastructure and examines usability innovative methods of workflow redesign and challenges with electronic clinical quality measures eQMs Additionally the text stresses documentation challenges that relate to usability issues with EHRs and sub par adoption and implementation The third edition also explores data science secondary data analysis and advanced analytic methods in greater depth along with new information on robotics artificial intelligence and ethical considerations Contributors include a broad array of notable health professionals which reinforces the book's focus on interprofessionalism Woven throughout are the themes of point of care applications data management and analytics with an emphasis on the interprofessional team Additionally the text fosters an understanding of compensation regulations and

factors New to the Third Edition Examines current policy initiatives to engage consumers and promote nationwide interoperability of the IT infrastructure Emphasizes usability workflow redesign and challenges with electronic clinical quality measures Covers emerging challenge proposed by CMS to incorporate social determinants of health Focuses on data science secondary data analysis citizen science and advanced analytic methods Revised chapter on robotics with up to date content relating to the impact on nursing practice New information on artificial intelligence and ethical considerations New case studies and exercises to reinforce learning and specifics for managing public health during and after a pandemic COVID 19 pandemic related lessons learned from data availability data quality and data use when trying to predict its impact on the health of communities Analytics that focus on health inequity and how to address it Expanded and more advanced coverage of interprofessional practice and education IPE Enhanced instructor package Key Features Presents national standards and healthcare initiatives as a guiding structure throughout Advanced analytics is reflected in several chapters such as cybersecurity genomics robotics and specifically exemplify how artificial intelligence AI and machine learning ML support related professional practice Addresses the new re envisioned AACN essentials Includes chapter objectives case studies end of chapter exercises and questions to reinforce understanding Aligned with QSEN graduate level competencies and the expanded TIGER Technology Informatics Guiding Education Reform competencies

PCCN Certification Review Ann J. Brorsen, Keri R. Rogelet, 2014 PCCN Certification Review Second Edition is the ideal study guide for new and recertifying nurses preparing to take the Progressive Care Nursing Certification PCCN exam administered by the American Association of Critical Care Nurses AACN Completely updated and revised PCCN Certification Review Second Edition contains more than 1 000 questions and comprehensive answer rationales New to this edition are sections on the history of the PCCN certification and behavioral psychosocial issues Included with the book is an online Access Code for Navigate TestPrep a dynamic and fully hosted online assessment tool designed to help nurses prepare for certification examinations by offering the book's questions detailed rationales and reporting Randomized questions from the book create new exams on each attempt Monitors results on practice examinations with score and time tracking Reporting tools evaluate progress and results

Clinical Informatics Study Guide John T. Finnell, Brian E. Dixon, 2022-04-22 This completely updated study guide textbook is written to support the formal training required to become certified in clinical informatics The content has been extensively overhauled to introduce and define key concepts using examples drawn from real world experiences in order to impress upon the reader the core content from the field of clinical informatics The book groups chapters based on the major foci of the core content health care delivery and policy clinical decision making information science and systems data management and analytics leadership and managing teams and professionalism The chapters do not need to be read or taught in order although the suggested order is consistent with how the editors have structured their curricula over the years Clinical Informatics Study Guide Text and Review serves as a reference for those seeking to study for a certifying examination

independently or periodically reference while in practice This includes physicians studying for board examination in clinical informatics as well as the American Medical Informatics Association AMIA health informatics certification This new edition further refines its place as a roadmap for faculty who wish to go deeper in courses designed for physician fellows or graduate students in a variety of clinically oriented informatics disciplines such as nursing dentistry pharmacy radiology health administration and public health Emergency Department Compliance Manual, 2018 Edition McNew,2018-04-20

Emergency Department Compliance Manual provides everything you need to stay in compliance with complex emergency department regulations including such topics as legal compliance questions and answers find the legal answers you need in seconds Joint Commission survey questions and answers get inside guidance from colleagues who have been there hospital accreditation standard analysis learn about the latest Joint Commission standards as they apply to the emergency department and reference materials for emergency department compliance The Manual offers practical tools that will help you and your department comply with emergency department related laws regulations and accreditation standards Because of the Joint Commission s hospital wide function based approach to evaluating compliance it s difficult to know specifically what s expected of you in the ED Emergency Department Compliance Manual includes a concise grid outlining the most recent Joint Commission standards which will help you learn understand your compliance responsibilities Plus Emergency Department Compliance Manual includes sample documentation and forms that hospitals across the country have used to show compliance with legal requirements and Joint Commission standards Previous Edition Emergency Department

Compliance Manual 2017 Edition ISBN 9781454886693 Next Generation Sequencing (NGS) for Rare Diseases Diagnosis Xiu-An Yang,Hu Hao,Yanling Yang,Can Liao,2022-01-28 **Advancing Audiology Practice and Knowledge at the World**

Congress of Audiology 2024: A Comprehensive Collection Hung Thai-Van,Grant Searchfield, Joseph Attias,Anil K. Lalwani , Claus-Peter Richter,2025-03-06 The 36th World Congress of Audiology WCA in 2024 marks a significant milestone in the field of audiology Over nearly half a century this event has returned to France bringing together audiologists researchers and experts from across the globe Audiology the study of hearing tinnitus and vestibular disorders has undergone remarkable transformations in recent times With the support of the 36th WCA organizing committee Frontiers has created a comprehensive Research Topic to coincide with the congress scientific program The primary goal of the WCA 2024 and this Research Topic is to provide a comprehensive perspective on the most pressing issues in audiology today This will delve into the dynamic evolution of audiology exploring topics ranging from Teleaudiology to the integration of Artificial Intelligence Our aim is to dissect the intricate facets of Hearing Aid delivery and Audiological services on a global scale emphasizing the pivotal role of Evidence Based audiology Specifically three themes have been selected for roundtable discussions Hearing and cognition Hearing and neurodevelopmental disorders and Ototoxicity These themes will facilitate enriching dialogues with esteemed opinion leaders in these respective domains *Community/Public Health Nursing -*

E-Book Mary A. Nies, Melanie McEwen, 2014-08-18 Covering the nurse's role in promoting community health *Community Public Health Nursing 6th Edition* provides a unique upstream preventive focus and a strong social justice approach in a concise easy to read text. It shows how you as a nurse can take an active role in social action and health policy especially in caring for diverse and vulnerable population groups. Written by community health nursing experts Mary A. Nies and Melanie McEwen, this book offers clinical examples and photo novellas showing how concepts apply to the real world and describes the issues and responsibilities of today's community and public health nursing. **UNIQUE** Upstream preventive focus addresses factors that are the precursors to poor health in the community, addressing potential health problems before they occur. **UNIQUE** Emphasis on community aspects in all steps of the nursing process highlights the community perspective in all health situations. **UNIQUE** A social justice approach promotes health for all people, including vulnerable populations. **UNIQUE** Photo novellas use photographs to tell stories showing real life clinical scenarios and applications of important community health nursing roles. **Research Highlights** boxes show the application of research studies to the practice of community nursing. **Clinical examples** offer snippets of real life client situations. **Case Study Application of the Nursing Process** feature presents practical and manageable examples for the theory concepts and application of the nursing process. **Ethical Insights** boxes highlight ethical issues and concerns that the community public health nurse may encounter. **Objectives** key terms and chapter outlines at the beginning of every chapter introduce important concepts and terminology. **NEW** and **UNIQUE** **Veterans Health** boxes present situations and considerations related to the care of veterans. **UPDATED** **Economics of Health Care** chapter addresses the latest changes related to health care reform. **UPDATED** **Healthy People 2020** boxes include the most current national health care objectives. **UPDATED** **Communicable Disease** chapter covers current public health surveillance and outbreaks of emerging health threats including emerging infections e.g. H1N1, SARS, West Nile virus.

Emergency Department Compliance Manual Rusty McNew, 2017-06-14 *Emergency Department Compliance Manual 2017 Edition* provides everything you need to stay in compliance with complex emergency department regulations. The list of questions helps you quickly locate specific guidance on difficult legal areas such as Complying with COBRA, Dealing with psychiatric patients, Negotiating consent requirements, Obtaining reimbursement for ED services, Avoiding employment law problems. *Emergency Department Compliance Manual* also features first hand advice from staff members at hospitals that have recently navigated a Joint Commission survey and includes frank and detailed information. Organized by topic, it allows you to readily compare the experiences of different hospitals. Because of the Joint Commission's hospital wide function based approach to evaluating compliance, it's been difficult to know specifically what's expected of you in the ED. *Emergency Department Compliance Manual* includes a concise grid outlining the most recent Joint Commission standards which will help you learn what responsibilities you have for demonstrating compliance. Plus *Emergency Department Compliance Manual* includes sample documentation that hospitals across the country have used to show compliance with legal requirements and

Joint Commission standards Age related competencies Patient assessment policies and procedures Consent forms Advance directives Policies and protocols Roles and responsibilities of ED staff Quality improvement tools Conscious sedation policies and procedures Triage referral and discharge policies and procedures And much more *Review of Hemodialysis for Nurses and Dialysis Personnel - E-Book* Judith Z. Kallenbach,2020-04-03 Get complete dialysis coverage and an excellent review for the certification exam Review of Hemodialysis for Nurses and Dialysis Personnel 10th Edition uses a concise Q A format to cover the principles diseases and problems of dialysis treatment for kidney failure A new chapter on case management of the patient with chronic kidney disease keeps you current with the latest in dialysis treatment and equipment Dialysis expert Judy Kallenbach provides clear easy to read guidelines that will apply to every member of the dialysis team from technicians and nurses to social workers and patients Comprehensive coverage provides the knowledge needed to care for dialysis patients and to prepare for the certification exam with topics including a review of body fluids and electrolytes infection control transplantation and key psychosocial aspects of dialysis treatment Question and answer format makes learning easier and makes the book suitable for independent study Multidisciplinary approach includes a chapter on the different roles in the hemodialysis team describing how dialysis care is coordinated and what patients go through during their treatment Easy to understand style introduces new terms and concepts without assuming prior knowledge of dialysis Home Dialysis Therapies chapter describes the use of home dialysis treatment as a possible cost cutting measure Useful appendixes offer a quick reference to the sodium and potassium content of various foods nephrology organizations and resources a list of dialysis lab tests a glossary and more Coverage of the entire lifespan helps you care for patients of different ages with separate chapters on pediatric dialysis and end stage renal disease in the elderly 70 illustrations depict all aspects of dialysis treatment and care NEW Case Management of the Chronic Kidney Disease Patient chapter is added EXPANDED Patient Education Guidelines chapter adds coverage of motivational interviewing EXPANDED Psychosocial Aspects of Dialysis Therapy chapter adds information on patient care UPDATED content includes new guidelines and information on medication **Emergency Department Compliance Manual, 2015 Edition** Rusty McNew,2014-12-18 Nothing provided **The Clinical Practice of Drug Information** Michael Gabay,2015-03-09 This resource will educate students and pharmacists on traditional drug information topics while providing an extensive background on more recent practice areas This is a user friendly text with multiple examples that can be used in education and training as well as clinical practice Each chapter includes learning objectives key terms examples and cases and review questions [Encyclopedia of Pharmacy Practice and Clinical Pharmacy](#) ,2019-06-28 Encyclopedia of Pharmacy Practice and Clinical Pharmacy Three Volume Set covers definitions concepts methods theories and applications of clinical pharmacy and pharmacy practice It highlights why and how this field has a significant impact on healthcare The work brings baseline knowledge along with the latest most cutting edge research In addition new treatments algorithms standard treatment guidelines and

pharmacotherapies regarding diseases and disorders are also covered The book's main focus lies on the pharmacy practice side covering pharmacy practice research pharmacovigilance pharmacoeconomics social and administrative pharmacy public health pharmacy pharmaceutical systems research the future of pharmacy and new interventional models of pharmaceutical care By providing concise expositions on a broad range of topics this book is an excellent resource for those seeking information beyond their specific areas of expertise This outstanding reference is essential for anyone involved in the study of pharmacy practice Provides a one stop resource for access to information written by world leading scholars in the field Meticulously organized with articles split into three clear sections it is the ideal resource for students researchers and professionals to find relevant information Contains concise and accessible chapters that are ideal as an authoritative introduction for non specialists and readers from the undergraduate level upwards Includes multimedia options such as hyperlinked references and further readings cross references and videos

PC Mag ,1995-11-21 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology

Concepts for Nursing Practice E-Book Jean Foret Giddens,2019-11-22 Learn the core concepts of nursing care and apply them to the clinical setting *Concepts for Nursing Practice* 3rd Edition uses a simplified intuitive approach to describe 57 important concepts relating to all areas of nursing practice For easier understanding this book also makes connections among related concepts and links you to other nursing textbooks Exemplars for each concept provide useful examples and models showing how concepts are successfully applied to practice New to this edition are updated research evidence and a new Population Health concept Written by conceptual learning expert Jean Giddens this text will help you build clinical reasoning skills and prepare confidently for almost any clinical nursing situation Authoritative content written by expert contributors and meticulously edited by concept based learning expert Jean Giddens sets the standard for the rapidly growing concept based curriculum movement A total of 57 important nursing concepts are clearly defined and analyzed spanning the areas of patient physiology patient behavior and the professional nursing environment Case studies in each chapter make it easier to apply knowledge of nursing concepts to real world situations

UNIQUE Featured Exemplars sections describe selected exemplars related to each nursing concept covering the entire lifespan and all clinical settings and help you assimilate concepts into practice

UNIQUE Logical framework of concepts by units and themes helps you form immediate connections among related concepts a key to conceptual learning

UNIQUE Interrelated Concepts illustrations provide visual cues to understanding and help you make connections across concepts

NEW UPDATED content reflects the latest research evidence and national and international practice guidelines

NEW Population Health concept reflects the future of nursing in which health care organizations learn to deliver care that is high in quality patient centered cost effective and evidence based

NEW Featured Exemplars sections provide a brief explanation of some of the most important exemplars

NEW Discussion questions

in case studies reinforce your understanding of each concept NEW UPDATED exemplar links connect you to concept exemplars in other RN and LPN LVN level Elsevier nursing titles [COLLABORATE\(R\) for Professional Case Management](#)
Teresa Treiger, Ellen Fink-Samnick, 2015-04-15 This book is about the progressive improvement of case management beyond that which it exists to that of a practice specialty focused on professionalism and collegiality across all practice settings Our desire to produce a framework for such practice began when we connected several years ago It was a result of a dialogue the sharing of our stories and experiences Separately we were already passionate about and committed to case management excellence Together our vision coalesced to form this competency based framework for advancing case management captured by an acronym which defined the essence of professional practice COLLABORATE We spent hours discussing the implications of a perceived epidemic involving less than productive interactions between individuals working under the title of case manager with consumers providers and clinical colleagues These accumulated experiences heightened our commitment to lead much needed change Our conversation endured over many months as we realized a shared Respect for case management s rich heritage in healthcare across professional disciplines and practice settings Concern for those factors which devalue case management s professional standing Agreement that while the practice of case management transcends many representative professional disciplines and educational levels each stakeholder continues to cling to their respective stake in the ground and Belief of the importance for case management to move from advanced practice to profession once and for all COLLABORATE was borne from a vision the mandate to solidify a foundation for case management practice which combines unique action oriented competencies transcends professional disciplines crosses over practice settings and recognizes educational levels The ultimate focus is on improving the client s health care experience through the promotion of effective transdisciplinary collaboration COLLABORATE recognizes the hierarchy of competencies and practice behaviors defined by the educational levels of all professionals engaged associate bachelors masters and doctoral degrees across practice disciplines Through this approach every qualified health and human service professional has a valued place setting at case management s ever expanding table Each of the competencies are presented as mutually exclusive and uniquely defined however all are complementary and call on the practitioner to conduct work processes in a wholly integrated manner While appearing in order for the acronym s sake they are not necessarily sequential Ultimately case management is an iterative process When united in a comprehensive and strategic effort the COLLABORATE competencies comprise a purpose driven powerful case management paradigm The agility of this model extends to use of key concepts that include both action oriented verbs and nouns which are significant elements in any professional case management endeavor To date case management practice models have been driven by care setting and or business priorities Unfortunately this exclusivity has contributed to a lack of practice consistency due to shifting organizational and regulatory priorities However this is only one reason for a fragmented case management identity COLLABORATE recognizes and leverages these important influencers as

critical to successful practice and quality client outcomes Interprofessional education and teamwork are beginning to emerge as the means to facilitate relationship building in the workplace Through this approach health care practitioners absorb the theoretical underpinning of intentionally work together in a mutually respectful manner which acknowledges the value of expertise of each care team stakeholder This educational approach provides the opportunity to engage in clinical practice that incorporates the professional standards to which we hold ourselves accountable Innovative and emerging care coordination models defined by evidence based initiatives appear across the industry Each promotes attention to interprofessional practice in order to achieve quality patient centered care Herein lies an opportunity to demonstrate the value drawn from diverse expertise of case managers comprising the collective workforce However a critical prefacing stage of this endeavor involves defining a core practice paradigm highlighting case management as a profession The diverse and complex nature of population health mandates that case management intervene from an interprofessional and collaborative stance While inherent value is derived from the variety of disciplines this advanced model unifies case management s unique identity Now is the time to define and adopt a competence based model for professional case management COLLABORATE provides this framework This text is presented in four sections Section 1 Historical validation of why this practice paradigm is critical for case management to advance to a profession Section 2 Presentation of the COLLABORATE paradigm with a chapter devoted to each distinct competency and the key elements Section 3 Practical application of the book s content for use by the individual case manager and at the organizational level and The Epilogue Summarizes the COLLABORATE approach in a forward looking context For the reader with limited time reviewing Section 2 provides the substantive meat associated with each of the competencies Our ultimate desire is that the COLLABORATE approach provides an impetus for all stakeholders e g practitioners educational institutions professional organizations to take the necessary steps toward unified practice in order to facilitate the transition of case management considered as a task driven job to its recognition as being a purpose driven profession The book provides a historical validation of why this new practice paradigm is critical for case management to advance as a profession presents the COLLABORATE paradigm with a chapter devoted to each distinct competency and the key elements and covers the practical application of the book s content by individual case managers and at the organizational level

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Certified Patient Account Representative Study Guide 2013 Introduction

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