SANDY L. ROSAS

Caloocan City, Philippines

Professional Summary:

Detail-oriented and highly organized Medical Patient Scheduler with over 10 years of experience coordinating patient appointments, managing electronic health records, and providing exceptional customer service in fast-paced healthcare environments. Skilled in medical scheduling software, insurance verification, and maintaining patient confidentiality in compliance with HIPAA regulations.

WORKING EXPERIENCES:

Medical Virtual Assistant October 2022 - January 2026 (Pain Management, Neurology)

- Managing appointments, scheduling, and sending reminders to patients
- Handle prescription refills as per the directions of the healthcare providers.
- Assist with coding, billing, and/or payment posting.
- Perform insurance verification, handle prior authorization, eligibility, and/or manage healthcare claims.
- Provide general administrative support including patient records management in EHR/EMR systems.
- Collaborate with other practice members to provide excellent patient care coordination.
- Handle prior authorization processes for various medical procedures and treatments.
- Ensure timely and accurate submission of authorization requests. Communicate effectively with healthcare providers and insurance companies to resolve authorization issues.
- Stay informed about changing regulations and payer policies related to prior authorization.
- Maintain meticulous records and documentation of authorization activities.
- Schedule, confirm, and reschedule patient appointments for multiple providers.
- Verify patient insurance eligibility and obtain prior authorizations.
- Maintain and update patient records using EHR systems (e.g., Epic, Cerner, Athenahealth, eClinicalWorks.
- Coordinate referrals and follow-up appointments.
- Communicate appointment details, preparation instructions, and clinic policies to patients.
- Handle high call volumes while maintaining professionalism and accuracy.
- Ensure compliance with HIPAA and facility privacy standards.

Healthcare Virtual Assistant April 2022 - End of Contract

Client AR/ Billing Associate

- Scheduling patient's appointments.
- In charge with copay charges for client's appointments everyday through intake forms. Sending out balance sheet through email and SMS
- Manage billing operations efficiently.
- Send invoices and account updates to clients via text, email, and outbound calls
- Issue receipts for received payments (automated)
- Utilize bank account viewing access.
- Communicate effectively with clients regarding billing matters.
- Establish standard operating procedures for billing processes (e.g Late Payments Process)
- Provide regular, accurate reports of billing data (nice to have)
- Collections and Payments.
- Stay on top of collecting late payments from clients
- Develop and implement SOPs for collecting late payments
- Receive, sort, and track incoming payments
- Validate debit accounts to ensure payment credibility
- Keep the team updated with past-due accounts Perform other related duties as assigned.

NTT DATA PHILIPPINES October 2020 to April 2022 (Bluecross Blushield Provider Services

Customer Care Associate)

- Answers phone calls and check to see if the outcome was negative or positive
- Giving and checking patient's Eligibility
- Giving and checking patient's Medical Benefits information such as copay, coinsurance, deductible and if a code is covered or not.
- Giving and checking if a CPT code requires Pre - Authorization. Giving and checking status of Pre-Authorization
- Checking Claims Status, explaining how it is processed, giving a reason code why the claim got denied or what information needed for the claim to be processed.
- Send the claim back for reprocessing if all detailed information is on hand.

EXL Philippines July 2018 – August 2020 Zurich Medical Provider Helpline

- Checking Claims Status - Medical Bills, explaining how it is processed, giving reason code why claim got denied or what information needed for the claim to be processed. Send the claim back for reprocessing if all detailed information is on hand. Worker's Compensation details

Convergys Philippines January 2014 - July 2018 Senior Customer Service Specialist Cigna Dental

Provider Services and Customer Service Representative

- Giving and checking patient's Eligibility
- Giving and checking patient's Dental Benefits information such as copay, coinsurance, deductible,

maximums and if a code is covered or not.

- Giving and checking if a CPT code requires Pre - Authorization.
- Checking if Pre - Authorization is processed or denied.
- Checking Claims Status, explaining how it is processed, giving a reason code why the claim got denied or what information needed for the claim to be processed.
- Send the claim back for reprocessing if all detailed information is on hand.
- Finding nearest in network dental office for patient, calling provider for patient's appointment.
- Scheduling appointments for the patients.

Department of Health March 2011 December 2013 Material Management Division

Position: Administrative Officer II (Contractual)

Job Description: All administrative clerical works such as making communication letters,

vouchers, trip tickets and overriding time cards thru intranet. Facilitating meetings, venues and other stuff that the office needs.

KNK Live Online Communications May 2009 February 2011

Position: ESL instructor / Online Teacher

Job Description: Develop English skills of Korean students, preferably with grammar skills and pronunciation skills. Build their confidence when speaking in English. Focus on widening their vocabulary skills and intonation skills as well as making them familiar with different expressions that they may use when interacting with foreigners and native American speakers. Proper handling of students ranging from 7 to 50 years old and giving them the right lessons and books that are really appropriate to them. Interviewing or conducting oral exams to students who are applying to have a phone English lesson.

EDUCATIONAL ATTAINMENT:

Tertiary: Polytechnic University of the Philippines, Sta. Mesa, Manila

Secondary: Caloocan High School, Caloocan City

Primary: Grace Park Elementary School, Caloocan City

CHARACTER REFERENCES:

To be furnished upon request.

I hereby certify that all information summarized above is true and correct.

SANDY L. **ROSAS**