**BERNADETTE R**

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**UAE, DUBAI**

**Career Objective**

Seeking a position where I can maximize my multilayer of management skills, quality assurance, training experience and customer service to improve the company's profitability.

**Position Applied for:**

Receptionist, Secretary, Clerical, Health Insurance Specialist, Accounts and Billing

**Brief Profile:**

* 14 years of professional work experience in the field of Finance Division.
* Excellent skills in coding ICD-10, ICD-9, Medical Terms and Abbreviation.
* Excellent skills in MS Word, MS Excel, Power Point and basic knowledge in SAP
* Proficient in data entry and management.
* Excellent oral and written communication skills.
* Ability to learn and adapt quickly to meet changing needs.
* Attention to detail and make sure everything is in order.
* Can type 40 to 80wpm typing
* Can work on shifting extended hours and other task.

**Professional Experience**

**Finance/Business Office- Capitol Medical Center, Inc. (Private Hospital 300 bed capacity**)Quezon City, Philippines

Jul 2002 – Mar 2017

**Responsibilities- PHILHEALTH Receptionist /Billing Clerk/Junior Cashier**

Assist member/patients of inquiries about PHILHEALTH requirements and policies.

Receives, examines and evaluate claims benefits under PHILHEALTH insurance programs.

Maximize computation and deduction of PHILHEALTH benefits base on ICD-10CM of diseases and RVS code for procedure.

Finalizes, audits and ensures accurate billing statement of patient.

Interact with HMO’s/Companies/Doctors and get information about professional fees, policy limit and covered of the patient.

Process transactions to the cash register effectively and efficiently handling cash and credit card payments.

Manage daily balancing and reconciling of office accounts and handle daily deposits.

Handle cash clearing and credit balancing activities along with determining and investigating unidentified accounts.

Provide assistance to the front desk in handling patient admission and provision of information to patient, families and visitor.

**Credit and Collection Staff**

Apr 2005 – Jun 2010

* Responsible for notifying former patients or their representatives of delinquent hospital accounts and attempt to obtain a payment.
* Review and prepare billing statement and dispatch to HMO’s/Company’s.
* Sort the outpatient charge tickets and check completeness of LOA.
* Tagging of payment out- patient HMO/Company and PHILHEALTH payment.

**Medical Records Staff**

Jul 2002 – Apr 2005

* Maintains patient confidence by keeping patient records and confidential information
* Deliver charts to assigned areas of the hospital by following established routing procedures.
* Responsible in issuing patient’s medical, birth and death Certificate.
* Code patient disease using ICD-10CM, ICD-9CM on Chart.
* Provide records required for Health insurance used to claim patient’s benefits

**EDUCATION**

**College**

Computer Secretarial

Attend School Year 1995-1997

Peralta Data Processing & Tutorial Center.

Quezon City, Philippines

**Technical Education**

Attended June 21, 2010 to June 25, 2010

Training Course on the International Classification of Diseases Version 10 (ICD-10) for coders The Philippine Medical Records Association In Conjunction with The Department of Health Manila Grand Opera Hotel, Sta. Cruz, Manila, Philippines

Attend February to April 2007 Basic English (Crash Course)

12th Floor Auditorium, Capitol Medical Center, Inc. Quezon City, Philippines

**Seminar Attainment**

October 12, 2012

Customer Service Excellence

May 10, 2007

Effective Records Management

March 13, 2007

Customer Service Seminar

March 09, 2004

Personality Development and Corporate Image Seminar

**References**

Available upon request.