

# JENNIFER REECE

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## PROFESSIONAL SUMMARY

Enthusiastic Administrative Assistant with excellent people skills and dedicated work ethic. Strong attention to detail and extensive knowledge of medical terminology. Familiar with commercial and private insurance carriers. Use to working in a fast paced environment. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

## SKILL HIGHLIGHTS

- Maintains strict confidentiality
- Knowledge of HMOs, Medicare and Medi-Cal
- Medical Manager Software
- ICD-9 coding
- Deadline-driven
- Good written communication
- Team player with positive attitude
- Strong work ethic
- Exercises good judgment
- Medical Office Support
- Filing Understanding
- Call Forwarding
- Subcutaneous Injections
- Treatment Administration

## PROFESSIONAL EXPERIENCE

07/2022 - Current

### Front Office Coordinator Excel Rehab And Sports

- Entered and maintained departmental records in company database.
- Coordinated referrals through insurance and other medical specialists and documented details in patient charts.
- Scheduled patient appointments in respective doctors' calendars and followed up with reminder phone calls.
- Organized and maintained patient chart filing system to promote quick data finding for staff.
- Greeted visitors and initiated triage processes for clients to streamline patient flow.
- Answered telephone calls to offer office information, answer questions and direct calls to staff.
- Received, recorded and addressed incoming and outgoing communication via telephone and email.
- Carried out front office duties utilizing data entry skills in framework of medical database.
- Obtained payments from patients and scanned identification and insurance cards.
- Organized patient files and streamlined operations to improve efficiency.
- Completed administrative patient intakes with case histories, insurance information and mandated forms.
- Placed new supply orders, managed inventory and restocked clerical spaces.
- Managed office logistics by scheduling appointments, maintaining files and collecting payments.

01/2017 - 07/2022

### Veterinary Technician Dixie Day Sapy

- Provided care for animals before surgeries, administering anesthetics as necessary for overall comfort and health.
- Greeted pet owners and went over available services, outlined costs and determined special needs of animals under care.
- Administered medications to animals in treatment and documented changes in condition.
- Collected blood samples for laboratory analysis.
- Recorded symptoms and documented medical observations to inform treatment decisions.
- Implanted subcutaneous identification microchips into animals.
- Assessed paws, ears and eyes for injuries or infections as part of initial evaluation.
- Swabbed ears to remove wax and dirt, removing extra hair to allow air to circulate freely and avoid infection.

**09/2003 - 01/2010**

**Medical Biller  
Bradley County EMS**

Thoroughly investigated past due invoices and minimized number of unpaid accounts. Recorded and filed patient data and medical records. Carefully reviewed medical records for accuracy and completion as required by insurance companies. Assigned additional diagnosis codes based on specific ambulance trips. Strictly followed all federal and state guidelines for release of information. Examined diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered. Arranged and assisted with hospital admissions. Acted as a liaison between the business department, billers and third party payers in resolving billing and reimbursement accuracy. Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information. Appropriately and correctly identified errors and re-filed denied/rejected claims as they were received from the Patient Account Representative. Added modifiers as appropriate, coded narrative diagnoses and verified diagnoses. Confirmed patient information, collected copays and verified insurance. Evaluated the accuracy of provider charges, including dates of service, procedures, level of care, locations, diagnoses, patient identification and provider signature. Completed appeals and filed and submitted claims. Posted charges, payments and adjustments. Submitted refund requests for claims paid in error. Remained up-to-date with all insurance requirements, including the details of patient financial responsibilities, fee-for-service and managed care plans. In support of existing diagnoses.

**08/2001 - 09/2003**

**Veterinary Assistant  
Bradley Animal Hospital**

Cared for animals with special medical needs, including diabetes. Trimmed and styled animal coats according to owner instructions and breed standards. Prioritized animal safety and comfort at all times. Consulted with owners and made recommendations on the individual grooming needs of their pets. Gave medical baths when prescribed by a veterinarian. Cared for animals with diabetes, including providing a specialized diet and administering a daily insulin injection. Talked to animals to soothe them and familiarize them with the human voice. Identified and reported signs of illness in dogs during bathing and grooming. Walked large dogs and restrained physically strong or aggressive dogs. Developed long-term relationships with clients and bonded with their animals through regular contact. Fed animals twice daily and made sure they had access to fresh water at all times.