



LANAEDRIA CROWE

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PROFESSIONAL SUMMARY

Attached you will find my resume in application for Patient Registration Representative. As you will see from my resume, my skills and qualifications are a perfect match for your organization. I am reliable and efficient and bring hard work and dedication to the table. I'm a strong team player and work well on intense independent projects. I have a strong work ethic, and i am not afraid to walk the ' extra mile' to ensure the success of my team. I thrive on perfection and have strong attention to detail- I consider accuracy a must. I pick up new procedures with ease and always welcome new learning experiences. I find a true delight in the ability to bring my past experiences forward in hopes of benefiting my team today.

SKILLS

- Billing/ Collections
- Word/Excel/Access/Outlook/Spreadsheet/PowerPoint/ First Aid/CPR
- CMS 1500
- Business operations
- Health insurance
- Claims reporting systems
- Patient Care
- Prior Authorizations
- Policy renewals
- ICD/CPT/HCPCS

EDUCATION

Medical Office Management - Associate of Arts - 2018
Brightwood College in San Diego - San Diego, CA

- Vocational training offering Diploma program

Certified Nursing Assistant - Associate of Arts - 2020
CenterPointe Learning Institute SACRAMENTO - Sacramento, CA

- Nursing Assistant Vocational Training Diploma and License

WORK HISTORY

Health Insurance Specialist - March, 2021 to Present
United Healthcare - Chico, CA

- Checked insurance coverage over the phone and online to ensure proper benefit reimbursement and estimate patients' financial obligations.
- Reduced error rates by detecting and correcting coding errors when processing claims.
- Contacted the provider's offices to inquire about and resolve incorrect claims and claims that has been submitted with improper coding and modifiers or balanced billed
- Discuss co-pays, deductibles, co-insurances, out of pocket maximums INN and OON benefits with patients to ensure knowledge of policy.

Certified Nursing Assistant - February, 2015 to January, 2022
123 Staffing Agency - Sacramento, California

- Evaluated patients to identify and address wounds, behavioral concerns and medically relevant symptoms.
- Checked patient vitals such as temperature, blood pressure, and blood sugar to stay on top of symptoms and keep RNs informed of changes.
- in charge of monitoring fluid outputs, recording results, and collecting specimens for testing.
- Reduced the risk of infection for patients and healthcare team members with thorough cleaning and sanitizing of rooms, equipment, and devices.
- Worked with clients who had respiratory failure, diabetes, Parkinson's disease, and muscular dystrophy, among other diagnoses.
- Agreed to work extra shifts and hours to maintain proper staffing and floor coverage during busy periods and holidays.