

- **Mikiya Houston**  
Denver, Colorado

## **Professional Experience**

### **Healthone Rose Medical - Internal Medicine**

Medical Office Specialist (Aspen Medical Group ) 11/01/2023-03/07/2023

- Checked patients in and out for appointments and procedures
- Scheduled patients for appointments and procedures via phone and in person
- Verified patient information and updated insurance information into EPIC

### **St. Anthony's Back and Spine Clinic (contract) 09/01/22-02/28/2022**

Medical Scheduler

- Checked patients in and out for appointments and procedures
- Scheduled patients for appointments and procedures via phone and in person
- Verified patient information and updated insurance information into EPIC

### **RTD**

Customer Service Specialist | January of 2019 to Present

Denver, Colorado

- Scheduling appointments for Access-a-Ride and Access-a-Cab

### **VA Call Center**

Medical Support Assistance | September of 2018 to January of 2019 (contract)

- Routing calls for Veterans based on needs to either nursing or other departments

### **UCHealth**

Patient Scheduler | May of 2016 to May of 2018

Denver, Colorado

- Checked patients in and out for appointments and procedures
- Scheduled patients for appointments and procedures via phone and in person
- Verified patient information and updated insurance information into EPIC

### **Personal Time Off**

August of 2015 to May of 2016

Denver, Colorado

### **Total Transit**

Customer Service Representative | January of 2015 to August of 2015

Denver, Colorado

Verify insurance for Medicaid beneficiaries

Coordinate and arrange transportation needs for clients to/from appointments

Call center system/knowledge/processing

### **Fresenius Medical Care**

Patient Admissions Specialist | September of 2014 to January of 2015 (contract)

- Patient Admission Representative
- Place dialysis patients across country in treatment centers
- Build and track patient accounts according to priority
- Work with other clinical team members to assure access for patients

### **Non- Medical Related Experience**

May 2010-February of 2014

Denver, Colorado

### **Denver Health Medical Center,**

Clerical Specialist III | 8/2008-1/2010

- Scheduling patient appointments by phone and in person
- Verified appropriate insurance coverage utilizing Colorado Access and Medicaid Web-Portal
- Managed finances, received co-payments, insuring daily revenues are accounted for
- Using Excel for entry with strong data entry skills

### **Denver Health Medical Center**

Clerical Specialist II | September of 2007 - August of 2008

Denver, Colorado

- Answered and routed calls to appropriate departments
- Entered physician's orders into database for nurses; working with strong data entry for quality and accuracy
- Prepared and broke down charts for admittance and discharge

### **Anthem Blue Cross Blue Shield**

Customer Service Representative | August of 2002 to August of 2005

Denver, Colorado

- Worked within strict guidelines of HIPA
- Worked with and verified insurance coverage

Education: John F Kennedy, GED