

Kirsten Robertson

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Work Experience

PCA Personal Care Assistant

Immanuel care Home Health Care-Chesapeake, VA

October 2023 to Present

I care for my 4 year old disabled grand daughter , she has a G tube and can't walk or talk

Senior Customer Service Representative

Gainwell Technologies-Idaho Falls, ID

October 2021 to Present

prior authorizations, check eligibility , help with provider portal, credentialing providers , claim status

Checking to see if CPT code's are billable thru Medicaid

Senior Customer Service Representative

Gainwell Technologies-Idaho

October 2021 to October 2021

Customer Care Coordinator

Magellan Behavioral Health-Temecula, CA

December 2020 to October 2021

Processing Claims ,Prior Authorization, call and disclose decision to the Dr, patient and Providers .

Outbound calls with Avaya as well as inbound calls , handle crisis calls ,refer patients to rehabs . Find providers for patients find rehab facilities for providers, verify eligibility and benefits .

Patient Care Coordinator

Sonus Hearing Care Professionals

July 2019 to July 2020

Answer phones , verify insurance , submit authorization , scheduling appointments

Arts and Crafts Assistant

Morale, Welfare, & Recreation-Naval Station Newport, RI

September 2016 to August 2018

Multi phones

Customer Service

Navy Exchange-Naval Station Newport, RI

March 2016 to September 2016

Medical Assistant

Dr. Karen Gieseke &Associates-Newport, RI

September 2015 to March 2016

- Responsible for checking patients in and out.
- Scored Educational screening test and reported results to providers
- Screened potential clients and assigned them to the appropriate provider
- ICD coding, taking co-payments and verifying insurance
- Scheduling appointments and following up with patients regarding upcoming appointments
- Answering phones, filing, data entry and the upkeep of the lobby

Receptionist

Dr. Nolan-Vista, CA

March 2006 to March 2007

- Obtained information about clients' medical history, drug history, complaints and allergies.
- Provided pre- and post-operative care.
- Maintained a clean, healthy and safe environment.
- Performed clerical duties, such as word processing, data entry, answering phones and filing.
- Supported duties for diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus.

Medical Assistant

Dr. Dalforino-Oceanside, CA

August 2002 to March 2006

- Obtained information about clients' medical history, drug history, complaints and allergies.
- Provided pre- and post-operative care.
- Referral Submissions
- Called in prescriptions,
- Minor procedure assistance
- Immunizations
- Medication administration
- Maintained a clean, healthy and safe environment.
- Performed clerical duties, such as word processing, data entry, answering phones and filing.
- Supported duties for diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus.

Education

Maric College - San Diego, CA

January 2019 to December 2019

Diploma in Insurance

Central Peoria High School - Peoria, IL

January 2001 to December 2002

Skills

- Patient Care (10+ years)
- HIPAA

- Phone Etiquette
- Medical Coding
- ICD-10
- Medical Receptionist (10+ years)
- Answering multiple phones (10+ years)
- EMR Systems (5 years)
- Medical Billing
- QuickBooks
- Multi-line Phone Systems (8 years)
- CPT Coding
- Medical Office Experience (10+ years)
- Nursing
- Medical Scheduling (10+ years)
- Multi-line Phone Systems (7 years)
- ICD-9
- Anatomy Knowledge
- ICD Coding
- Medical Terminology
- Word Processing
- Triage
- Office Administration
- Insurance Verification (6 years)

Certifications and Licenses

CPR Certification