

Diamond Sampson

Years of Experience: 9+ years in healthcare field; 5+ years in healthcare administrative roles

Software: Availity, Workday, Athena, Kareo, eClinicalWorks, BluePrint, RingCentral, MS Office Applications **Education:** Medical Billing and Coding Certification; CNA Certification; BLS & First Aid

EDUCATION

Daytona College, Ormond Beach, FL August 2019-August 2020 **Medical Billing and Coding Certification**

Caring for Others Academy, Daytona Beach, FL

C.N.A. Certification (291383)

SKILLS

Medical Billing & Coding

Exceptional customer service

Charge entry; Payment posting

Microsoft Office

Anatomy & Physiology

Medical Terminology

Insurance Verification

Ability to multitask in a high energy environment.

HIPAA Compliant

Use of EHR and practice

PROFESSIONAL EMPLOYMENT

Hearing Care Coordinator

Audio Nova, Ormond Beach, FL •

August 2024- Present

Opening and closing clinic

- Using EMR system to schedule patient appointments and update patient accounts
- Answering phones and responding to voicemails
- Cleaning and checking patients hearing aids
- Meeting quota for scheduled evaluations monthly
- Coordinating community events for the office
- Ordering office supplies, making deposits to bank, cash count monthly

Front Desk Specialist

The Orthopedic Clinic, Daytona Beach, FL

Sep 2023- July 2024

- Traveling to various offices in the Daytona beach area providing exceptional customer service to patients.
- Checking patients in and out, communicating with different departments about any issues with patient accounts.
- Collecting copays and outstanding balances.
- Answering phones, scheduling patient appointments, other clerical office duties.

Certified Nursing Assistant (part-time position)

Suwannee Medical Personnel, Ormond Beach, FL

Mar 2021- Aug 2023

- Accepting assignments per diem via cell phone, traveling to various facilities in the Daytona beach area providing exceptional customer service to residents/patients.
- Assisting patients with ADLs including showering, eating, dressing, and etc,
- Reporting any strange or unusual activity to the charge nurse and in documentation.

PBA Recovery Rep

Duva Sawko, Ormond Beach, FL

Jul 2021-Aug 2022

- Contacting various insurance companies speaking to agents about accounts that are 30 days or more unsettled.
- Collecting information needed to correct claims and referring that information to the appropriate team.
- Sorting mail for legal team, sending out legal documentation to various insurance companies.

Front Desk Specialist**University Rehab, Ormond Beach, FL****Sep 2020-Jun 2021**

- Greeting patients, collecting copays, IDs and any other patient information and adding to their accounts.
- Verifying and authorizing insurances.
- Answering phones, checking voice mails, sending out bills to law offices.
- Scheduling existing and new patients with different therapist in different locations.
- Communicating with doctors' offices and patients through email, phone and fax.

Scheduler**Radiology Associates Imaging, Daytona Beach, FL****Jun 2019 – Sep 2020**

- Scheduling imaging appointments for patients, checking and verifying contact, and insurance info, verifying doctors' orders and scheduling appointments accordingly.
- Assisting customers with scheduling, rescheduling and cancelling appointments.
- Answering questions and concerns and transferring patients to the correct party as needed.

Customer Service Rep**Teletech, Daytona Beach, FL****Nov 2017 –May 2019**

- Answering calls and assisting customers with filling, refilling, and ordering new medications.
- Answering any questions or concerns they may have about their accounts among other things.

C.N.A.**Ocean View Nursing and Rehab****May 2016 – Nov 2017**

- Assist patients with ADLs

C.N.A.**Vitas Healthcare****Aug 2014-May 2016**

- Assist patients with ADLs.