



AILEEN CALIPAYAN

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Inbound call handling
- Claims processing
- Insurance verification
- Coordination of benefits
- Prior authorization
- Email Management

TOOLS

- Health Net
- Health Nautica
- Open Dental
- Dentrix
- Ring Central
- Google Workspace
- Zoom
- Skype
- AthenaOne

PERSONAL PROFILE

An efficient Healthcare Virtual Assistant, I excel in managing numerous inquiries, prioritizing tasks, and responding promptly to client needs. With experience in CSR and medical billing, I adapt quickly to changing situations and stay updated on healthcare policies. Proficient in EMR systems like Opendentrix, Denticon, and AthenaOne, I ensure accuracy and compliance in all documentation.

WORK EXPERIENCE

MEDICAL BILLER

Progressive Medical Group | February 2023– May 13, 2024

- A former member service Advocate, acting as an intermediary between patients or members and the healthcare system, striving to ensure their needs are met and concerns are effectively addressed.
- Posting the denial and payment EOB to the patient’s account
- Assisting patient regarding with their Billing inquiry and Insurance inquiry
- As a medical biller, I ensure that patients understand the bill and adhere to established standards of quality, compliance, and customer satisfaction.
- Processing payment from the patient

INTAKE COORDINATOR

Silver Lake Psychology | October 2022 - February 2023

- A former member service Advocate, acting as an intermediary between patients and the healthcare system.
- Schedule an appointment between the patient and the therapist
- Verifying benefit and eligibility of the patient
- Sending email for the follow up appointment and the insurance coverage
- Processing Payment
- Posting payment and denial from the EOB

DENTAL INSURANCE ANALYST

Metlife | September 2016 - October 2022

- Receiving calls from the dental office to check the eligibility of the patient prior to their Appointment
- Doing outbound calls
- Processing claim from the Dental Office
- Posting denial and payment for the EOB

EDUCATION HISTORY

Our Lady of Fatima University

- Bachelor of Science in Nursing | 2006 - 2010