

TAMARA REED

414.234.0987 • tamaracaldwell03@yahoo.com

HEALTH CARE ADMINISTRATION: Customer Service, Patient Access

Personal and reliable health care administration representative with over 10 years of experience in the health care and customer service industry helping and directing customers and patients. Strong customer service skills in both a call center atmosphere and in an office setting. Proven ability to meet the needs of customers, patients, and medical staff while meeting business goals.

Core Competencies

Call Center • Communication • Problem Solving • Customer Service • Scheduling
System Knowledge & Usage • Clerical • Registration • Planning & Organizing

PROFESSIONAL EXPERIENCE

ADVOCATE AURORA, Milwaukee, Wisconsin • 2016- Present

Emergency Services Account Representative- St. Luke's Medical Center

- Review accounts for internal and external issues that could potentially cause payment delay
- Insurance resubmissions to ensure proper payment
- Process emergency room billing invoices, admissions, and discharges
- Provides daily productivity statistics to support management analysis of receivables as defined by revenue cycle leadership
- Resubmission of charts for correction updates
- Relationship building with medical staff

Clinical Contact Specialty Scheduler- Clinical Contact Center

- Acted as first point of contact for internal and external staff and patients with scheduling inquiries
- Scheduled patients' appointments
- Updated patient information, insurance information, and physician updates
- Entered initial medication refill requests
- Verified medical record information
- Supported center activities

Health Unit Coordinator- Emergency Services- West Allis Medical Center

- Greeted patients and visitors.
- Responded to routine requests for information
- Provided switchboard services
- Ordered lab work
- Registered patients
- Processed patient related orders
- Provided clerical and secretarial duties for the unit
- Supported the operations of the unit
- Collaborated with healthcare staff to provide outstanding patient care

AURORA, Milwaukee, Wisconsin • 1998 to 2001

Health Unit Coordinator- Registration- St. Luke's Medical Center

- Greeted patients and visitors.
- Responded to routine requests for information
- Provided switchboard services
- Ordered lab work
- Registered patients
- Processed patient related orders
- Provided clerical and secretarial duties for the unit
- Supported the operations of the unit
- Collaborated with healthcare staff to provide outstanding patient care

AT&T, Milwaukee, Wisconsin • 2001 to 2009

Customer Service Representative

- Handled customer product inquiries, claim requests, and billing requests
- Improved customer retention through programs and services provided
- Initiated and completed service requests
- Recommended products and services based on customer needs

EDUCATION & TRAINING

Midwest Bible College, West Allis, WI

Masters of Biblical Studies: 2019

Bachelor of Biblical Studies: 2017

Associate of Biblical Studies: 2016

Walden Online University

Bachelor of Science in Healthcare Administration, Degree anticipated May 2021

Relevant completed coursework: Concepts of Healthcare Promotion, Living & Learning in a Technological World, Interprof Teamwork in Healthcare, Behavioral & Cultural Issues