Jennifer Hale

Patient Access Representative

CONTACT

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📍 United States, Chicago, IL

EDUCATION

Certificate in Healthcare Administration

Chicago Technical Institute, Graduated: May 2018

Certifications

- **Certified Patient Access Representative**, June 2021

- **HIPAA Certification**, *AHIMA*, January 2020

PROFESSIONAL SUMMARY

Experienced Patient Access Representative with over 6 years in a hospital setting. Adept at managing patient admissions, insurance verifications, and ensuring a smooth check-in process. Committed to enhancing patient experiences while ensuring compliance with all regulatory requirements.

EXPERIENCE

Patient Access Representative   2021 - Now

St. Mary's Hospital, Chicago, IL

- Greet and register patients upon arrival, ensuring that all necessary documentation is collected and updated in the hospital's database.

- Verify patient insurance and obtain necessary pre-authorizations before appointments and procedures.

- Schedule appointments and assist patients in navigating hospital systems to access medical services.

- Resolve patient inquiries regarding billing, insurance coverage, and financial assistance options.

Patient Service Representative   2018 - 2020

Northwestern Memorial Health, Chicago, IL

- Managed intake processes for emergency and scheduled visits, ensuring patient records were up-to-date and accurate.

- Assisted in obtaining medical records and scheduling follow-up appointments for discharged patients.

- Verified insurance eligibility and benefits through online portals and phone communication with insurers.

- Acted as a liaison between patients and healthcare providers to clarify medical procedures and services.

SKILLS

Patient intake and registration	★ ★ ★ ★ ★
Insurance verification and pre-authorization	★ ★ ★ ★ ★
HIPAA compliance and confidentiality	★ ★ ★ ★ ★
Medical billing and coding knowledge	★ ★ ★ ★ ★
Patient communication and conflict resolution	★ ★ ★ ★ ★
Electronic Health Record (EHR) software proficiency	★ ★ ★ ★ ★
Scheduling and appointment management	★ ★ ★ ★ ★