

Samantha Lewis

Professional summary

Experienced and highly efficient Patient Access Representative with expertise in insurance verification, claims management, and patient support in hospital environments. Adept at ensuring smooth patient intake, resolving insurance discrepancies, and collaborating with medical teams to enhance operational efficiency.

Experience

Insurance Verification Specialist

April 2021 - Now  
New York Presbyterian Hospital /

- Verify insurance coverage for scheduled procedures, ensuring benefit accuracy and resolving discrepancies.
- Educate patients about their financial responsibilities, including co-pays, deductibles, and coverage limitations.
- Work closely with financial counselors to provide cost estimates and assist in financial assistance applications.
- Utilize Electronic Health Record (EHR) systems to document insurance details and patient interactions.

Patient Access Representative

January 2017 - March 2021  
Mount Sinai Hospital / New York, NY

- Conducted insurance eligibility verification and pre-authorizations for surgical and diagnostic procedures.
- Maintained up-to-date patient records, ensuring compliance with HIPAA and hospital protocols.
- Assisted patients with billing inquiries and provided guidance on payment options and insurance claims.
- Coordinated with hospital departments to facilitate smooth admissions and transfers.

Volunteering Experience

Community Health Outreach Volunteer

2020 - Now  
New York Health Initiative

- Assist underserved populations with insurance enrollment and understanding healthcare benefits.
- Educate community members on financial assistance programs available for medical care.
- Organize health awareness events and provide administrative support to local clinics.

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Education

Bachelor of Science in Health Administration

University of New York  
Graduated: May 2016

- Senior Project: "Optimizing Patient Access Services to Improve Hospital Efficiency"

Skills

Patient access and intake management	◆◆◆◆◆
Insurance verification and billing procedures	◆◆◆◆◆
Pre-authorization and claims processing	◆◆◆◆◆
Proficiency in EHR/EMR systems (Epic, Cerner, Meditech)	◆◆◆◆◆
HIPAA and regulatory compliance	◆◆◆◆◆
Financial counseling and cost estimation	◆◆◆◆◆
Strong problem-solving and multitasking abilities	◆◆◆◆◆

Hobbies

- ◆ Reading about healthcare policy
- ◆ Traveling
- ◆ Cooking healthy meals