

# Patient Account Representative

## PROFESSIONAL SUMMARY

Organized Patient Service Representative with 12 years of experience in healthcare. Adept at patient advocacy and education with commitment to efficiency. Skilled at coordinating busy offices and maintaining professionalism in stressful situations. Hardworking Patient Account Representative dedicated to customer service and patient care. Outgoing and flexible team player. Motivated Patient Account Representative offering 12 years of healthcare and customer service experience. Highly effective time management, conflict resolution and communication skills. Detail-oriented Patient Account Representative with extensive knowledge of billing systems, medical terminology and insurance practices.

## WORK HISTORY

Healthpartners . Andover, MN

Patient Account Representative | 11/2019 - Current

- Reviewed and corrected claim errors to facilitate smooth processing.
- Electronically submitted bills according to compliance guidelines.
- Monitored flags and resolved urgent items with accuracy and efficiency.
- Worked with outside entities to resolve issues with billing, claims and payments.
- Posted payments and processed refunds.
- Reconciled statements with patient records.
- Responded to patient, family and external payer inquiries.

The Kemtuh Group . Shelton, CT

Call Center Customer Service Representative | 09/2019 - 11/2019

- Adhered to company policies and scripts to consistently achieve

## SKILLS

- Medical billing
- Chart pulling
- Interpreting physician orders
- Document filing
- Insurance verifying
- Patient greeting
- Insurance Knowledge
- File Coordination
- Patient Contact
- Excellent Judgment
- HIPAA Understanding
- Coding
- Payment processing
- Collections experience
- Verbal and written communication
- Time management
- Insurance billing
- Medical terminology
- Microsoft-savvy
- Medical insurance
- Appointment Scheduling
- Directing callers
- Payment collection

## EDUCATION

Alma High School

Alma, AR

05/2005

High School Diploma

# Certified Patient Account Representative Study Guide 2013

**U S Office of the Federal Register**



## **Certified Patient Account Representative Study Guide 2013:**

**A Case Manager's Study Guide** Nancy E. Skinner, Stefany H. Almaden, 2018-03-20 A Case Manager's Study Guide Preparing for Certification Fifth Edition is an essential study guide for case managers preparing to take the Certified Case Manager CCM exam offered by the Commission for Case Manager Certification CCMC Based on the five knowledge domains and eight essential activities from the CCMC it contains hundreds of questions and answers with comprehensive rationales Completely updated and revised the Fifth Edition reflects the latest CCM exam blueprint **"Code of Massachusetts regulations, 2013"**, 2013 Archival snapshot of entire looseleaf Code of Massachusetts Regulations held by the Social Law Library of Massachusetts as of January 2020 **Nursing Informatics for the Advanced Practice Nurse** Susan McBride, Mari Tietze, 2015-12-03 Designed specifically for graduate level nursing informatics courses this is the first text to focus on using technology with an interprofessional team to improve patient care and safety It delivers an expansive and innovative approach to devising practical methods of optimizing technology to foster quality of patient care and support population health initiatives Based on the requirements of the DNP Essential IV Core Competency for Informatics and aligning with federal policy health initiatives the book describes models of information technology the authors have successfully used in health IT as well as data and analytics used in business for profit industry and not for profit health care association settings which they have adapted for nursing practice in order to foster optimal patient outcomes The authors espouse a hybrid approach to teaching with a merged competency and concept based curriculum With an emphasis on the benefits of an interprofessional team the book describes the most effective approaches to health care delivery using health information technology It describes a nursing informatics model that is comprised of three core domains point of care technology data management and analytics and patient safety and quality The book also includes information on point of care applications population health data management and integrity and privacy and security New and emerging technologies explored include genomics nanotechnology artificial intelligence and data mining Case studies and critical thinking exercises support the concept based curriculum and facilitate out of the box thinking Supplemental materials for instructors include PowerPoint slides and a test bank While targeted primarily for the nursing arena the text is also of value in medicine health information management occupational therapy and physical therapy **Key Features** Addresses DNP Essential IV Core Competency for Informatics Focuses specifically on using nursing informatics expertise to improve population health quality and safety Advocates an interprofessional team approach to optimizing health IT in all practice settings Stimulates critical thinking skills that can be applied to all aspects of IT health care delivery Discusses newest approaches to interprofessional education for IT health care delivery **Associations' Publications in Print**, 1981 1981 in 2 v v 1 Subject index v 2 Title index Publisher title index Association name index Acronym index Key to publishers and distributors abbreviations **PCCN Certification Review** Ann J. Brorsen, Keri R. Rogelet, 2014 PCCN Certification Review Second Edition is the ideal study guide

for new and recertifying nurses preparing to take the Progressive Care Nursing Certification PCCN exam administered by the American Association of Critical Care Nurses AACN Completely updated and revised PCCN Certification Review Second Edition contains more than 1 000 questions and comprehensive answer rationales New to this edition are sections on the history of the PCCN certification and behavioral psychosocial issues Included with the book is an online Access Code for Navigate TestPrep a dynamic and fully hosted online assessment tool designed to help nurses prepare for certification examinations by offering the book's questions detailed rationales and reporting Randomized questions from the book create new exams on each attempt Monitors results on practice examinations with score and time tracking Reporting tools evaluate progress and results

**Neonatal Nurse Practitioner Certification Intensive Review** Amy R. Koehn, 2019-12-13 The definitive certification review for exam success Written by leading APRN neonatal educators and clinicians this authoritative study guide delivers all the tools neonatal nurse practitioners need to pass the National Certification Corporation NCC certification exam and the Continuing Competency Assessment CCA User friendly and concise this review's content mirrors that of the actual exam and is structured in accordance with the most updated test plan blueprint This resource's numerous exam style questions and answers with rationales included in each chapter help readers uncover gaps in their knowledge This review synthesizes the knowledge required to pass the exam saving the reader time and effort by omitting extraneous material In addition to spotlighting essential content throughout the text recommended references provide the reader with the option to seek out additional information as needed Additional benefits include important information about the exam along with savvy study and test taking tips This review will ensure exam success for both new NNPs and those who are taking the CCA exam **KEY FEATURES** Mirrors the format of the certification exam Concise outline format for easy access to essential content Written by leading NNP educators and clinicians Includes valuable study and test taking tips Exam style questions and answers with explanatory rationales Includes more than double the amount of questions on the exam including a 175 question simulated practice exam Purchase includes digital access for use on most mobile devices or computers

COLLABORATE(R) for Professional Case Management Teresa Treiger, Ellen Fink-Samnick, 2015-04-15 This book is about the progressive improvement of case management beyond that which it exists to that of a practice specialty focused on professionalism and collegiality across all practice settings Our desire to produce a framework for such practice began when we connected several years ago It was a result of a dialogue the sharing of our stories and experiences Separately we were already passionate about and committed to case management excellence Together our vision coalesced to form this competency based framework for advancing case management captured by an acronym which defined the essence of professional practice COLLABORATE We spent hours discussing the implications of a perceived epidemic involving less than productive interactions between individuals working under the title of case manager with consumers providers and clinical colleagues These accumulated experiences heightened our commitment to lead much needed change Our conversation

endured over many months as we realized a shared Respect for case management's rich heritage in healthcare across professional disciplines and practice settings Concern for those factors which devalue case management's professional standing Agreement that while the practice of case management transcends many representative professional disciplines and educational levels each stakeholder continues to cling to their respective stake in the ground and Belief of the importance for case management to move from advanced practice to profession once and for all COLLABORATE was borne from a vision the mandate to solidify a foundation for case management practice which combines unique action oriented competencies transcends professional disciplines crosses over practice settings and recognizes educational levels The ultimate focus is on improving the client's health care experience through the promotion of effective transdisciplinary collaboration COLLABORATE recognizes the hierarchy of competencies and practice behaviors defined by the educational levels of all professionals engaged associate bachelors masters and doctoral degrees across practice disciplines Through this approach every qualified health and human service professional has a valued place setting at case management's ever expanding table Each of the competencies are presented as mutually exclusive and uniquely defined however all are complementary and call on the practitioner to conduct work processes in a wholly integrated manner While appearing in order for the acronym's sake they are not necessarily sequential Ultimately case management is an iterative process When united in a comprehensive and strategic effort the COLLABORATE competencies comprise a purpose driven powerful case management paradigm The agility of this model extends to use of key concepts that include both action oriented verbs and nouns which are significant elements in any professional case management endeavor To date case management practice models have been driven by care setting and or business priorities Unfortunately this exclusivity has contributed to a lack of practice consistency due to shifting organizational and regulatory priorities However this is only one reason for a fragmented case management identity COLLABORATE recognizes and leverages these important influencers as critical to successful practice and quality client outcomes Interprofessional education and teamwork are beginning to emerge as the means to facilitate relationship building in the workplace Through this approach health care practitioners absorb the theoretical underpinning of intentionally work together in a mutually respectful manner which acknowledges the value of expertise of each care team stakeholder This educational approach provides the opportunity to engage in clinical practice that incorporates the professional standards to which we hold ourselves accountable Innovative and emerging care coordination models defined by evidence based initiatives appear across the industry Each promotes attention to interprofessional practice in order to achieve quality patient centered care Herein lies an opportunity to demonstrate the value drawn from diverse expertise of case managers comprising the collective workforce However a critical prefacing stage of this endeavor involves defining a core practice paradigm highlighting case management as a profession The diverse and complex nature of population health mandates that case management intervene from an interprofessional and collaborative stance While inherent value is derived from the

variety of disciplines this advanced model unifies case management's unique identity. Now is the time to define and adopt a competence-based model for professional case management. COLLABORATE provides this framework. This text is presented in four sections: Section 1: Historical validation of why this practice paradigm is critical for case management to advance to a profession; Section 2: Presentation of the COLLABORATE paradigm with a chapter devoted to each distinct competency and the key elements; Section 3: Practical application of the book's content for use by the individual case manager and at the organizational level; and The Epilogue: Summarizes the COLLABORATE approach in a forward-looking context. For the reader with limited time reviewing Section 2 provides the substantive meat associated with each of the competencies. Our ultimate desire is that the COLLABORATE approach provides an impetus for all stakeholders e.g. practitioners, educational institutions, professional organizations to take the necessary steps toward unified practice in order to facilitate the transition of case management considered as a task-driven job to its recognition as being a purpose-driven profession. The book provides a historical validation of why this new practice paradigm is critical for case management to advance as a profession. It presents the COLLABORATE paradigm with a chapter devoted to each distinct competency and the key elements and covers the practical application of the book's content by individual case managers and at the organizational level.

**Health Policy and Advanced Practice Nursing** Kelly A. Goudreau, Mary C. Smolenski, 2026-01-15. Equips APRNs with tools to influence policy, lead change, and translate theory into impact across local, national, and global systems. Ideal for advanced practice nurses in all tracks, this edition integrates policy literacy with leadership development and ethical decision making. Supports effective decision making, policy advocacy, and collaborative leadership through case examples, concept summaries, and course-ready resources for faculty. What's New: Eight new chapters addressing a variety of topics: APRNs and the Political Process, Women's Health Initiatives, and Reproductive Substance Abuse, and more. Updated content on global health including post-pandemic policy responses and international regulatory shifts. Enhanced coverage of telehealth and licensure compacts reflecting recent legislative and practice trends. Stronger integration of leadership frameworks supporting APRNs in policy decision making and systems-level change. All chapters revised for clarity and currency, aligned with the latest U.S. health policy and nursing guidelines. Key Features: Covers U.S. and global policy, ethics, finance, telehealth, leadership, and advocacy with real-world cases and applied learning tools. Empowers nurses to lead change, influence policy decisions, and advocate effectively for patients, communities, and the nursing profession. Includes real-world case studies, synthesis questions, and reflection tools to support critical thinking and practical policy application. Written by nationally recognized nurse leaders blending academic expertise with real-world policy and advanced practice experience.

*Oregon Revised Statutes* Oregon, 2013. *Medication Therapy Management, Second Edition* Karen Lynn Whalen, 2018-04-05. Publisher's Note:

Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product. Discover the medication therapy management solution with this definitive up-

to date sourcebook The need to improve the use of medications has major implications for the nation's healthcare system Burdened by high costs and an ineffective process of providing medication therapy the current prescription drug environment poses considerable risks to patient safety Medication therapy management MTM is designed to address these deficiencies and this essential text gives pharmacists all the right MTM tools to identify and eliminate drug related problems that can cause potentially severe adverse events Medication Therapy Management delivers the most relevant insights into MTM a vital service that is gaining momentum due to the rapid growth of patient centered care healthcare information technology new practice models e g Patient Centered Medical Home and new payment methods Cohesively organized this expert authored guide begins with an introduction to data sets for MTM covering essential topics such as establishing quality and performance improvement the payer perspective conducting the comprehensive medication review and reimbursement The second part of Medication Therapy Management reviews MTM data sets for a wide spectrum of disorders from asthma and atrial fibrillation to HIV and heart disease Enhanced by the latest perspectives on therapeutics including completely up to date tables throughout Medication Therapy Management is a practical skill building roadmap for optimizing drug therapy and enhancing patient outcomes Features Everything you need to provide successful MTM services and empower patients to take an active role in their medication and overall healthcare Turnkey disease based data sets help you apply proven MTM principles to common disorders Helpful appendices cover therapy management characteristics and answers to key questions the MTM practice model and training survey and the Medicare Part D MTM program standardized format **Official**

**Florida Statutes** Florida,2014 **Pharmacy Law Examination and Board Review** William Feinberg,2014-11-05 Get your highest score possible on the MPJE with detailed state specific guidance Complete coverage of 20 states plus federal regulations Pharmacy Law is the perfect way to prepare for the MPJE Exam It delivers a rigorous review of pharmacy related statutes rules and regulations that impact pharmacy practice in twenty states as well as a summary of federal regulations that pertain to pharmacy law Federal coverage includes summaries of must know legislation such as the Federal Controlled Substances Act the Federal Food Drug Cosmetics Act and other relevant federal guidelines State specific chapters discuss important topics such as renewal of pharmacists licenses qualifications prescription transfers inventory requirements record keeping and prescriptive authority Each chapter concludes with practice scenarios and questions with appropriate explanations The Review You Need to Excel in These States Alabama Arizona Arkansas California Colorado Florida Georgia Illinois Indiana Kentucky Louisiana Maryland North Carolina New Jersey Ohio Oregon Pennsylvania South Carolina Texas Wisconsin Watch for future supplements with additional states *Code of Federal Regulations, Title 42, Public Health, PT. 414-429, Revised as of October 1, 2013* U S Office of the Federal Register,2014-01-31 **New Jersey Register** ,2015

*OB/GYN Hospital Medicine: Principles and Practice* Jennifer Butler,Alpesh Amin,Laura Fitzmaurice,Christine Kim,2018-12-22 A complete guide to making a successful OB GYN Hospital Medicine program a reality This authoritative text

delivers a complete evidence based blueprint clarifying every aspect of OB GYN Hospital Medicine Encompassing clinical practice as well as program development and business models the book takes physicians nurses administrators and staff through the necessary steps to start and successfully run OB GYN hospitalist programs Readers will also benefit from an efficient approach to managing OB GYN emergencies which includes valuable guidance for physicians and physician extenders working in labor and delivery and ERs ICUs Utilizing a cohesive 3 part organization the book begins with an insightful overview of the OB GYN Hospital Medicine specialty then explores related healthcare system issues and the full range of obstetric clinical conditions from asthma in pregnancy to preterm labor Finally an essential review of fundamental gynecologic topics such as pelvic pain is provided along with in depth coverage of modern OB GYN Hospital Medicine procedures Taken together this innovative text represents the definitive introduction to the OB GYN hospitalist speciality one that no hospital should be without Features A focus on accessible high yield medical education illuminates the burgeoning field of OB GYN Hospital Medicine Practical turnkey coverage of OB GYN Hospital Medicine and its successful implementation is designed to optimize OB GYN practice and enhance patient care Outstanding chapter pedagogy includes learning objectives clinical case presentations key patient hand off points and abundant clinical images and illustrations

*Journal of the Senate, State of Florida* Florida. Legislature. Senate,2016      Directory [of] Officers, Faculty, and Staff and Associated Organizations University of Michigan,2000      **Laws relating to the practice of physicians and surgeons ...**  
**1993** ,1994      *Oregon Administrative Rules Compilation* ,2015      *Public Health Reports* ,2015



## Decoding **Certified Patient Account Representative Study Guide 2013**: Revealing the Captivating Potential of Verbal Expression

In a time characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its ability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Certified Patient Account Representative Study Guide 2013**," a mesmerizing literary creation penned by a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book is central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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### **Table of Contents Certified Patient Account Representative Study Guide 2013**

1. Understanding the eBook Certified Patient Account Representative Study Guide 2013
  - The Rise of Digital Reading Certified Patient Account Representative Study Guide 2013
  - Advantages of eBooks Over Traditional Books
2. Identifying Certified Patient Account Representative Study Guide 2013
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Certified Patient Account Representative Study Guide 2013
  - User-Friendly Interface
4. Exploring eBook Recommendations from Certified Patient Account Representative Study Guide 2013

- Personalized Recommendations
- Certified Patient Account Representative Study Guide 2013 User Reviews and Ratings
- Certified Patient Account Representative Study Guide 2013 and Bestseller Lists
- 5. Accessing Certified Patient Account Representative Study Guide 2013 Free and Paid eBooks
  - Certified Patient Account Representative Study Guide 2013 Public Domain eBooks
  - Certified Patient Account Representative Study Guide 2013 eBook Subscription Services
  - Certified Patient Account Representative Study Guide 2013 Budget-Friendly Options
- 6. Navigating Certified Patient Account Representative Study Guide 2013 eBook Formats
  - ePub, PDF, MOBI, and More
  - Certified Patient Account Representative Study Guide 2013 Compatibility with Devices
  - Certified Patient Account Representative Study Guide 2013 Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Certified Patient Account Representative Study Guide 2013
  - Highlighting and Note-Taking Certified Patient Account Representative Study Guide 2013
  - Interactive Elements Certified Patient Account Representative Study Guide 2013
- 8. Staying Engaged with Certified Patient Account Representative Study Guide 2013
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Certified Patient Account Representative Study Guide 2013
- 9. Balancing eBooks and Physical Books Certified Patient Account Representative Study Guide 2013
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Certified Patient Account Representative Study Guide 2013
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Certified Patient Account Representative Study Guide 2013
  - Setting Reading Goals Certified Patient Account Representative Study Guide 2013
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Certified Patient Account Representative Study Guide 2013

- Fact-Checking eBook Content of Certified Patient Account Representative Study Guide 2013
- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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