Ana Castillo

FINANCIAL COUNSELOR

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Summary

Bilingual financial counselor (English and Spanish) with 6 years in member services, patient access and healthcare financial counseling, now serving inpatients and uninsured patients at a 600-bed Miami hospital. Checks eligibility for Medicaid, Medicare and financial assistance, prepares estimates and sets up payment plans in Epic. Explains bills with empathy and patience.

Skills

- **Healthcare Financial Counseling**
- **Medicaid**
- **Medicare**
- **Insurance Verification**
- **Financial Assistance Screening**
- **Payment Plans**
- **Medical Terminology**
- **Epic**
- **Microsoft Excel**
- **Empathy**

Experience

Financial Counselor 04/2023 - Present

Bayfront Regional Hospital Miami, FL

600-bed acute care hospital with a large uninsured patient population.

- Counsel **25** inpatients and families a day on coverage, estimates and payment options, in English and Spanish.
- Complete Medicaid applications with 15 uninsured patients a week, securing coverage for 68% of those screened in 2025.
- Review Medicare and commercial benefits for 40 elective cases a week, sending written estimates 3 days before admission.
- Arrange 120 payment plans a month in Epic after financial assistance screening, cutting self-pay bad debt 14% in 2025.

Patient Access Representative 06/2021 - 03/2023

South Dade Community Health Center Homestead, FL

Community health center with 4 clinics.

- Completed registration for **70** patients a day, verifying insurance and sliding-fee eligibility.
- Collected copays and sliding-fee payments, balancing about $4K in daily receipts with no variances.
- Guided 30 families a week through Medicaid and marketplace insurance paperwork.
- Maintained income and household records in the EMR for 3,500 sliding-fee patients under HIPAA rules.

Customer Service Representative 07/2020 - 05/2021

Sunshine State Health Plan Services Doral, FL

Member services call center for a Medicaid managed care plan.

- Responded to **70** member calls a day in English and Spanish on benefits, claims and ID cards.
- Completed insurance verification for providers calling about member eligibility, about 30 checks a day.
- Explained explanation-of-benefits letters to members in plain words, avoiding medical terminology they did not know.

Education

Associate in Arts 05/2021

Miami Dade College Miami, FL

Business Administration

Certificates

Certified Revenue Cycle Representative (CRCR) 08/2024

Healthcare Financial Management Association