

SUMMARY

Insurance Verification Specialist with 2 years of front-end revenue cycle work at a multi-specialty clinic and an outpatient imaging center. Confirms coverage, benefits and referral rules across commercial, Medicare and Medicaid insurance plans before each visit, using medical terminology and CPT codes to match benefits to scheduled services. Brings attention to detail and patient-friendly customer service.

SKILLS

Insurance Verification • Insurance Plans • Medical Terminology • CPT • HIPAA • Data Entry • Microsoft Office Excel • Customer Service • Attention to Detail

EXPERIENCE

Insurance Verification Specialist

03/2025 - Present

Piedmont Crossing Medical Group

Charlotte, NC

Front-end revenue cycle role for a 14-provider multi-specialty clinic.

- Verify eligibility and benefits for **90+** scheduled patients a day, three business days before each appointment.
- Review CPT codes on scheduled procedures against payer benefit rules, flagging about 25 authorization needs a week.
- Counsel patients on deductibles, copays and coinsurance, cutting day-of-visit coverage questions by 30%.
- Complete data entry of insurance plans and subscriber details, scoring 99% on monthly front-end audits.
- Maintain an Excel log of pending verifications so schedulers see open cases before every morning huddle.

Patient Registration Clerk

06/2024 - 02/2025

Carolina Lakes Imaging

Matthews, NC

Registration desk for an outpatient MRI, CT and ultrasound center.

- Registered 60 outpatients per shift and scanned photo ID and insurance cards into each account.
- Confirmed active coverage through payer portals before scans, preventing an estimated 40 denials a quarter.
- Collected copays and prior balances at check-in, averaging \$3,200 in point-of-service payments a week.
- Protected patient records under HIPAA rules, with zero privacy findings across 2 compliance reviews.

EDUCATION

Certificate

05/2024

Central Piedmont Community College

Charlotte, NC

Medical Office Administration

CERTIFICATES

Certified Revenue Cycle Representative (CRCR)

Healthcare Financial Management Association (HFMA)

09/2025