Destiny Coleman

Intake Coordinator

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Summary

Intake coordinator with 5 years in patient access and front office work, now handling new referrals for a home health agency serving 1,100 patients in Memphis. Builds each patient intake file, verifies Medicare and commercial coverage, and books start-of-care visits within 48 hours. Strong organizational skills and a careful eye for medical terminology on physician orders.

Experience

Intake Coordinator

Mid-South Home Health — Memphis, TN — 02/2024 - Present

Medicare-certified home health and hospice agency.

- Process **120** referrals a month from hospitals and physician offices, building a complete patient intake file for each.
- Verify Medicare, Medicaid and commercial eligibility before admission, keeping intake-related claim denials under 2%.
- Coordinate start-of-care visits with 30 field nurses and therapists, meeting the 48-hour target on 95% of referrals.
- Track pending orders and face-to-face forms in Microsoft Excel and Outlook, cutting unsigned orders from 85 to 30.

Patient Access Representative

Riverbend Medical Center — Memphis, TN — 03/2022 - 01/2024

330-bed acute care hospital.

- Completed registration for **60** emergency and outpatient patients a shift, scoring 98% on accuracy audits.
- Completed insurance verification and collected about $18K a month in point-of-service payments.
- Guided patients and families through Medicare forms and financial assistance applications in plain terms.
- Handled referral processing for 40 outpatient imaging orders a day, matching each order to the right test.

Front Desk Receptionist

Germantown Dermatology Clinic — Germantown, TN — 07/2021 - 02/2022

Dermatology clinic with 4 providers.

- Arranged **90** appointments a day across 4 providers and a cosmetic service line.
- Updated insurance cards and photo IDs in the EMR at every check-in with attention to detail, following HIPAA rules.
- Handled 80 calls a day and sent prescription refill requests to the nursing team.

Education

Associate of Applied Science

Southwest Tennessee Community College

Health Information Technology

Memphis, TN

05/2021

Skills

Patient Intake	—	Referral Processing	—	Insurance Verification	—	Medicare
Medical Terminology	—	HIPAA	—	Microsoft Excel	—	Outlook
Organizational Skills	—	Attention to Detail				

Certificates

Certified Medical Administrative Assistant (CMAA)

National Healthcareer Association

10/2022