Jordan Mitchell

Patient Access Specialist

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Summary

Patient access specialist with 5 years in hospital registration, now handling pre-registration and financial clearance for surgery and imaging at a 500-bed hospital in Kansas City. Works daily in Epic on insurance verification, estimates and authorizations, and trains new representatives on medical terminology and HIPAA. CHAA certified, with a strong customer service record.

Experience

Patient Access Specialist
01/2024 - Present

Prairie View Medical Center Kansas City, MO

500-bed regional hospital with 4 outpatient imaging centers.

- Complete pre-registration for **90** scheduled surgery and imaging patients a day, 3 to 5 days before service.
- Verify insurance benefits and calculate patient estimates in Epic, raising pre-service collections 26% in 2025.
- Resolve registration edits and eligibility denials in the work queue, keeping front-end denials under 1.5% of claims.
- Train 12 new patient access representatives on Epic workflows, financial clearance and HIPAA privacy rules.

Patient Access Representative
06/2021 - 12/2023

Westport Surgical Hospital Kansas City, MO

Surgical hospital with 12 operating rooms.

- Completed patient registration for **50** surgery patients a day, with 99% accuracy on quality audits.
- Collected about $60K a month in copays and deductibles at check-in.
- Checked photo IDs and insurance cards for every patient to prevent medical identity theft.
- Handled 60 calls a day from patients about arrival times, bills and paperwork, using plain medical terminology.

Customer Service Associate
08/2020 - 05/2021

Plaza Home Furnishings Kansas City, MO

Furniture and home goods store.

- Resolved delivery and billing questions for **40** customers a day at the service desk.
- Processed financing applications and returns in Microsoft Excel and the store system.
- Checked every financing form with attention to detail, keeping rejected applications under 2%.

Education

Associate of Applied Science
05/2021

Metropolitan Community College Kansas City, MO

Health Information Management

Skills

- Patient Registration
- Pre-Registration
- Insurance Verification
- Financial Clearance
- Medical Terminology
- Epic
- HIPAA
- Microsoft Excel
- Customer Service
- Attention to Detail

Certificates

Certified Healthcare Access Associate (CHAA)
04/2023

National Association of Healthcare Access Management