

Derrick Hall

PATIENT ACCOUNT REPRESENTATIVE

📍 Columbus, OH
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Certificates

Certified Billing and Coding Specialist (CBCS)

National Healthcareer Association (NHA)
06/2024

Skills

Billing • CPT
Medical Terminology • HIPAA
Payment Plans
Microsoft Office • Excel
Outlook • Customer Service
Attention to Detail

Summary

Patient Account Representative with 2 years in a hospital billing office and a family medicine front desk, resolving patient balances and insurance questions. Handles 60+ calls a day with patient-first customer service, explains CPT charges and medical terminology on itemized bills, and keeps account notes current in Microsoft Office tools. Protects every account under HIPAA rules.

Experience

Patient Account Representative 04/2025 - Present
Scioto River Health System Columbus, OH
Central billing office for a 3-hospital health system.

- Handle **60+** inbound patient calls daily on statements, payment plans and insurance balances.
- Set up payment plans on self-pay balances, collecting \$48K a month across 400 active plans.
- Review itemized bills line by line with patients, explaining each CPT charge in plain language.
- Process patient payments and adjustments, then reconcile the daily cash log in Excel with zero variances in 2026.

Front Desk Coordinator 06/2024 - 03/2025
Worthington Family Medicine Worthington, OH
Front desk for a 5-physician family medicine practice.

- Checked in 70 patients a day and confirmed insurance at every visit before rooming.
- Collected copays and past-due balances at check-in, raising time-of-service collections by 18%.
- Scheduled follow-up visits and provider calendars in Outlook, sending reminder calls the day before.
- Updated demographic and billing details in patient accounts, keeping address-related claim rejections below 2%.

Education

Certificate 05/2024
Columbus State Community College Columbus, OH
Medical Billing and Coding