

Leah Whitfield

Patient Financial Counselor

📍 Nashville, TN 📞 (615) 555-0164 ✉ leah.whitfield@email.com 🌐 linkedin.com/in/leahwhitfield

SUMMARY

Patient Financial Counselor with 2 years of hospital and surgery center patient access experience, helping uninsured and underinsured patients plan for the cost of care. Screens for Medicaid and financial assistance, prepares price estimates in Epic and sets up payment plans while following HIPAA. Counsels about 25 patients a day with calm customer service.

EXPERIENCE

Patient Financial Counselor

05/2025 - Present

Cumberland Valley Medical Center

Nashville, TN

Financial counseling team for a 310-bed acute care hospital.

- Meet **25** inpatients and surgery patients a day to review coverage, deductibles and out-of-pocket costs.
- Evaluate self-pay patients for TennCare Medicaid and financial assistance, enrolling about 35 patients a month.
- Calculate price estimates for scheduled procedures in Epic that land within 10% of the final bill on 9 of 10 cases.
- Arrange payment plans and collect deposits, bringing in \$62K in pre-service payments last quarter.

Patient Access Representative

07/2024 - 04/2025

Harpeth Ridge Surgery Center

Franklin, TN

Pre-registration desk for a 6-room outpatient surgery center.

- Completed insurance verification for 40 surgical cases a day across commercial, Medicare and Medicaid plans.
- Collected copays and coinsurance before surgery, reaching 96% of the center's point-of-service goal.
- Answered patient calls on bills and benefits and documented each conversation in the account notes.
- Routed about 20 cases a week with missing authorizations to the scheduling team two days before surgery.

SKILLS

- Financial Assistance
- Insurance Verification
- Medicaid
- Medicare
- Price Estimates
- Payment Plans
- Epic
- HIPAA
- Customer Service
- Communication

EDUCATION

Associate of Applied Science

Nashville State
Community College

Business Management

Nashville, TN

05/2024

CERTIFICATES

Certified Healthcare Access Associate (CHAA)

National Association of
Healthcare Access
Management (NAHAM)

11/2025