Marisol Ortega

Prior Authorization Specialist

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SUMMARY

Prior Authorization Specialist with 2+ years in hospital patient access and specialty authorizations for imaging, injections and surgery. Reads chart notes with strong medical terminology and ICD-10 knowledge, builds complete payer requests and follows HIPAA regulations on every record. Works independently through a queue of 45 cases a day with steady attention to detail.

EDUCATION

Associate of Applied Science 05/2023

Phoenix College Phoenix, AZ

Medical Office Administration

EXPERIENCE

Prior Authorization Specialist 02/2025 - Present

Desert Ridge Orthopedic & Spine Phoenix, AZ

Authorization desk for a 9-surgeon orthopedic practice with 2 surgery centers.

- Process **45** prior authorization requests a day for MRI, injections and surgery through payer portals and fax.
- Compile ICD-10 codes and therapy history from chart notes, raising first-pass approvals from 81% to 92%.
- Coordinate peer-to-peer reviews between surgeons and payer medical directors, about 12 a month.
- Track pending cases in a Microsoft Excel log and alert schedulers 72 hours before any unapproved surgery date.

Patient Access Representative 01/2024 - 01/2025

Valley Sun Community Hospital Mesa, AZ

Emergency and outpatient registration for a 220-bed community hospital.

- Registered 50 emergency and outpatient patients per shift and completed insurance verification for each visit.
- Obtained payer notification numbers for 15 inpatient admissions a week inside the 24-hour window.
- Explained coverage and estimated costs to patients and families with clear customer service, keeping complaints under 1%.
- Scanned referrals and orders, then filled admission letters from Microsoft Word templates the same day.

SKILLS

Prior Authorization • Medical Terminology • ICD-10 • HIPAA Regulations • Insurance Verification Payer Portals • Microsoft Excel • Microsoft Word • Customer Service • Attention to Detail

CERTIFICATES

Certified Medical Administrative Assistant (CMAA)

National Healthcareer Association (NHA)

07/2023