



# THOMAS MOORE

Medical Receptionist

## CONTACT INFORMATION



(480) 555-2841



marisol.quintero@example.com



Tempe, AZ 12345

## KEY SKILLS

- EHR: Epic, eClinicalWorks, ModMed
- Insurance verification (Availity, Navinet)
- Prior authorization workflows
- HIPAA compliance
- Point-of-service collections
- Multi-line phone triage
- Spanish/English bilingual
- Patient de-escalation
- Medical terminology (ICD-10 basics)
- Microsoft Outlook and Teams

## ABOUT ME

Bilingual medical receptionist with 5 years of front-desk experience across primary care and specialty clinics. Skilled at insurance verification, EHR scheduling in eClinicalWorks and Epic, and de-escalating frustrated patients without slowing the waiting room. Comfortable juggling 90+ check-ins a day while keeping no-show rates low.

## PROFESSIONAL EXPERIENCE

### Lead Medical Receptionist

Saguaro Family Medicine, Tempe, AZ | 2022 - Present

- Handle front-desk operations for a 6-provider practice averaging 112 patient visits per day, including check-in, copay collection, and scheduling.
- Verify insurance eligibility through Availity for Medicare Advantage, AHCCCS, and 14 commercial plans before each visit.
- Cut patient no-show rate from 18% to 9% by adding two-step text reminders and same-week confirmation calls.
- Train 4 new front-desk hires on HIPAA, phone triage scripts, and the office collections workflow for past-due balances.
- Translate consents and discharge instructions in Spanish for roughly 40% of the patient panel.

### Medical Receptionist

Desert Ridge Dermatology, Mesa, AZ | 2020 - 2022

- Scheduled cosmetic and medical dermatology appointments across three providers in ModMed, balancing acuity against block-schedule rules.
- Collected point-of-service payments averaging \$4,750 per week in clean front-desk collections.
- Resolved 20-25 daily benefits and prior-auth questions with payers, escalating only true denials to the billing team.
- Helped roll out a new online check-in tablet that trimmed average lobby wait from 14 to 8 minutes.

## EDUCATION

Certified Medical Administrative Assistant (CMAA), National Healthcareer Association, 2021

