

PA

Paul Allen

Medical Receptionist

Senior medical receptionist with 12 years across cardiology, OB-GYN, and multi-specialty practices. Strong on insurance verification, prior authorizations, and training new front-desk staff to clinic standard. Trusted to handle the hardest scheduling cases and the most upset patients without losing the rest of the lobby.

Contact Information



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Saint Paul, MN 12345

Education

Certified Healthcare Access Associate (CHAA), NAHAM, 2019

Certificate, Medical Office Specialist, Saint Paul College, 2012

Key Skills

- EHR: Epic, NextGen, Allscripts
- Front-desk team supervision
- Prior authorization management
- Insurance verification (Medicare, Medicaid, commercial)
- Patient collections and reconciliation
- SOP writing and training
- HIPAA and Medicare ABN compliance
- Referral coordination
- Interpreter services scheduling
- Conflict de-escalation
- KPI reporting to clinic manager

Professional Experience

FRONT OFFICE SUPERVISOR | NORTH LOOP CARDIOLOGY ASSOCIATES, SAINT PAUL, MN

2021 – PRESENT

- Supervise a team of 7 receptionists across two clinic sites supporting 11 cardiologists and 4 NPs.
- Rebuilt the prior-auth tracker in Epic, lifting on-time auth completion from 71% to 94% over two quarters.
- Own front-desk collections of about \$38,200 per month in copays, deductibles, and prior-balance payments.
- Write and update the front-desk SOP binder covering check-in, no-show policy, and Medicare ABN handling.
- Run weekly huddles with the billing lead to clear stuck claims tied to demographics or eligibility errors.

SENIOR MEDICAL RECEPTIONIST | RIVERBEND OB-GYN, MINNEAPOLIS, MN

2017 – 2021

- Scheduled prenatal, GYN surgical, and ultrasound visits across 6 providers using NextGen.
- Verified Medicaid and commercial coverage for 80-100 patients per day, flagging plan changes before visit.
- Reduced average phone hold time from 4:10 to 1:45 by re-routing refill requests directly to the nurse line.
- Trained 9 new hires over four years and served as the go-to for difficult patient conversations.
- Coordinated interpreter services for Somali, Hmong, and Spanish-speaking patients through a vendor portal.

MEDICAL RECEPTIONIST | LAKESIDE INTERNAL MEDICINE, BLOOMINGTON, MN

2014 – 2017

- Managed check-in and check-out for a 4-provider primary care office averaging 85 visits per day.
- Processed referrals to specialty and imaging, tracking completion in a shared spreadsheet.
- Closed daily batches in Allscripts and reconciled cash, check, and card collections.
- Cross-trained on medical records release requests under MN state retention rules.

PATIENT SERVICE REPRESENTATIVE | CEDAR HEALTH CLINIC, BLOOMINGTON, MN

2012 – 2014

- Registered new patients, verified insurance, and collected demographics for a federally qualified health center.
- Assisted sliding-fee-scale applicants with paperwork and proof-of-income review.
- Booked translator-supported visits and same-day urgent slots based on triage notes.