



Lionel Lowell

PATIENT SERVICE COORDINATOR

Certified Healthcare Access Associate with 6 years of experience verifying insurance eligibility, coordinating multi-provider scheduling in Epic and NextGen, and managing medical records digitization projects. Completes 487 insurance verifications per month while reducing claim rejections to 3 per month, and schedules 63 appointments per day across 9 providers.

CONTACT INFORMATION



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Richfield, UT 12345

KEY SKILLS

- Epic
- NextGen
- Microsoft Excel
- Insurance Verification
- ICD-10 and CPT Coding
- HIPAA Compliance
- Multi-Provider Scheduling
- Prior Authorization
- Medical Records Management
- HCPCS

PROFESSIONAL EXPERIENCE

Patient Service Coordinator | Sevier Valley Medical Group, Richfield, UT | 2023 – Present

- Completed 487 insurance verifications per month by cross-referencing payer portals and Epic eligibility tools, reducing claim rejections to 3 per month.
- Scheduled 63 appointments per day for 9 providers using Epic, balancing same-day urgent slots with routine follow-ups.
- Trained 4 new front-desk hires on registration workflows, HIPAA protocols, and ICD-10 code selection over 12-day onboarding cycles.
- Led a chart digitization project that converted 3,200 legacy paper records into the EMR within 14 weeks.

Patient Service Representative | Monroe Creek Family Practice, Monroe, UT | 2021 – 2023

- Verified insurance coverage for 374 patients per month, confirming benefits and obtaining prior authorizations for specialist referrals.
- Scheduled an average of 52 appointments per day across 6 providers, maintaining a same-day fill rate that kept open slots under 4 per week.
- Scanned and indexed 1,840 records during a paper-to-digital conversion over 9 weeks, tagging each file with correct CPT and HCPCS references.

Front Desk Receptionist | Castle Rock Urgent Care, Salina, UT | 2020 – 2021

- Processed insurance verifications for 310 walk-in and scheduled patients per month, confirming coverage within 4 minutes of arrival.
- Coordinated 44 daily appointments using NextGen, updating provider calendars and sending automated reminders that cut no-show counts from 11 to 5 per week.
- Digitized 580 archived patient charts into NextGen during a summer conversion initiative, completing the project 8 days ahead of deadline.

EDUCATION

Associate of Science (AS Meta-Major) Health Professions
Snow College, Ephraim, UT | 2018 – 2020

CERTIFICATIONS

- Certified Healthcare Access Associate, National Association of Healthcare Access Management, 2022