

Mia McIntosh- Lewis

St. Louis, MO 63136

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Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant

Lutheran Senior Services - Ballwin, MO

April 2021 to Present

Housekeeper

Hilton - St. Louis, MO

November 2018 to July 2019

dusting, vacuuming, sweeping and mopping the floors in all rooms. Cleaning the bathrooms, including mirrors, toilets, showers and baths changing the linens and making the beds

Customer Service Representative/Cashier

Hollywood Casino St. Louis - Maryland Heights, MO

August 2017 to February 2018

Assist customers at check in or out Manage performance of colleagues being the team lead

Make sure appearance was professional

Ensure customers felt welcomed and that their needs were met.

Verizon Wireless Customer Service Representative

GC Services - Weldon Springs, MO

July 2016 to September 2017

Assist customers with their mobile plans

Activate accounts and deactivate services

Set up payment plans

Multi-task and use tech-savvy skills to resolve challenging customer issues.

Prior Authorization Representative

Express Scripts - Berkeley, MO

May 2014 to July 2016

Provide assistance and support for internal/external clients and vendor sites.

Handle inbound telephone and written inquiries from pharmacists and doctors regarding prior authorization by Screening and reviewing requests based on benefit plan design, client specifics and clinical criteria.

Knowledge and Understanding HIPAA importance and company Compliance guidelines.

Facilitate resolution of drug coverage issues and pro-actively address research and resolve issues while maintaining

Handled an average of 40-60 calls per day

Home Health Aide

Thomas Business Enterprises - St. Louis, MO

May 2012 to August 2013

Performs personal care activities that assist the patient with activities of daily living.

Administer medications ordinarily self-administered that have been specifically ordered by the physician.

Prepares meals and snacks according to dietary plans.

Performs patient-specific activities that are taught by a nurse such as physical therapy.

Education

High school or equivalent

Skills

- billing (Less than 1 year)
- Cash (Less than 1 year)
- Cash handling (Less than 1 year)
- coding (Less than 1 year)
- CPT (Less than 1 year)
- Customer Service (2 years)
- Faxing (Less than 1 year)
- ICD (Less than 1 year)
- insurance billing (Less than 1 year)
- medical insurance (Less than 1 year)
- medical insurance billing (Less than 1 year)
- Microsoft Office (Less than 1 year)
- MS OFFICE (Less than 1 year)
- PowerPoint (Less than 1 year)
- Problem Solving (Less than 1 year)
- RECEPTIONIST (2 years)
- RETAIL SALES (2 years)

Certifications and Licenses

CNA

CPR Certification