

Chalice Shine

Health Unit Coordinator - Fairview Southdale Hospital

Atlanta, GA 30331

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Willing to relocate: Anywhere

Work Experience

Tier 2 Customer Service Representative

TTEC - Atlanta, GA

March 2020 to Present

- Provided customer support services assistance to clients
- Takes initial claims by phone
- Address customer issues and resolve them in a timely and efficient manner. Support reps interact with customers on a variety of channels such as phone, email, and social media, and ensure that all valid customer concerns are being dealt with immediately.
- Assisted clients with fraud accounts

Member Service Representative

UCare Minnesota - Minneapolis, MN

January 2019 to Present

- MBR service rep Temp position
- Evaluate rider needs to provide best use of provider resources including bus passes, vans or taxi cabs
- Answer, resolve and document telephone calls from members and providers in a timely and professional manner
- Interpret member eligibility and coverage through knowledge of the contracts
- • verifying insurance information

Health Unit Coordinator

Fairview Southdale Hospital - Edina, MN

January 2017 to Present

- Discharging and Admitting patients
- Navigating using Epic Software
- Preparing and breaking down Patients charts
- Paging house MD's and physicians
- Efficiently and effectively using HIPPA regulations

Health Unit Coordinator -Courage Kenny (Allina Health)

CNA - Golden Valley, MN

2014 to 2016

- Initiating records for new patients, performing patient admission, transfer and discharge procedures
- Ordering daily diets and laboratory tests and scheduling diagnostic studies
- Recording patient data into the patient's EMR and ordering of unit supplies

Sales Representative

Phoenix Distributing/Sprint - Bloomington, MN
2013 to 2014

- Assisted business customers with phone inquires
- Discussed the best plans suited for business and personal use
- Assisted with billing inquires and trouble shooting
- Multi-Tasking between multiple systems with data entry

Youth Coordinator

YMCA - Minneapolis, MN
2011 to 2013

- Set up sporting events and monitored duration of games within scheduled times
- Officiated games monitoring rules and regulations
- Kept scores and documents all tournament status

Home Health Aid/PCA -Professional Health Care - Bloomington, MN
2008 to 2012

Bloomington, MN (2008-2012)

- Assisted clients with grooming, bathing, dressing and meal preparation
- Administered medications routinely, scheduled appointments, ran errands, and shopped
- Engaged client in activities such as talking, walking, and hand-eye coordination (knitting)

Education

certificate in Phlebotomy

hapeville phlebotomy
October 2021 to Present

H.S. Diploma

North High School - Minneapolis, MN
2005

Skills

- Hospital
- Call Center
- Medical scheduling
- Medical terminology
- Documentation review
- Software Troubleshooting
- Insurance Verification
- Epic
- EMR Systems
- Insurance Sales
- Medical Records

- HIPAA
- Medication Administration
- Medical Billing
- ICD-10
- Patient Care
- Research laboratory experience
- Laboratory techniques

Certifications and Licenses

Life and Health Insurance

CNA

CPR Certification

Additional Information

National Phlebotomy Certificate