

Brittany Rains

Bakersfield, CA 93308

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Customer service oriented professional who is able to provide timely and accurate data to ensure reimbursement for patient services and communicate effectively with co-workers, patients, and staff. Follow policies, procedures, and guidelines to ensure quality. Maintain and safeguard patient privacy and confidentiality.

- Well-organized, manage time and priorities in multi-task environments.

- Dependable with good follow-up skills.

- Communication Platforms - Zoom.

- Microsoft Office Applications - MS Word, MS Outlook; Typing Speed - 30 WPM.

Medical Billing ■ Accounts Receivable ■ Collections ■ Co-Pay ■ Deductibles ■ Co-Insurance ■ EOBs
Revenue Cycle Management ■ Posting Payments ■ Government (Medicare & Medicaid) ■ Third Party Payers

Electronic Health Records (EHR) ■ Electronic Medical Records (EMR) ■ Managed Care (HMO ■ PPO ■ POS)

Workers Compensation ■ Insurance Verification ■ Insurance Claim Processing ■ CMS 1500 ■ CMS 1450 (UB-04)

Front Office Operations ■ Medical Office Procedures ■ Scheduling ■ Medical Terminology ■ Anatomy & Physiology

HIPAA Compliance ■ Medical Coding (ICD-10-CM ■ HCPCS ■ CPT)

Willing to relocate: Anywhere

Work Experience

Homemaker

Full Time Parent - Bakersfield, CA

November 2018 to Present

- Provide encouragement, support, and access to activities that enable the development of skills.
- Ensure household duties are completed in a timely manner and coordinate medical care.
- Develop, manage, and maintain a budget effectively, and transport to and from events.

Retail Sales / Customer Service

DD'S Discounts - Bakersfield, CA

October 2018 to November 2018

- Organized store, maintained cleanliness, reorganized merchandise, and greeted customers upon entry.
- Took merchandise to correct location and ensured that items were properly sorted and displayed in the correct order.
- Answered customer questions, worked to resolve complaints and concerns, and follow company policies.

Cashier / Customer Service

DosTacos - Bakersfield, CA

August 2018 to October 2018

- Prepared food items, cleaned and stocked restaurant, welcomed customers, and completed online orders.
 - Took customer orders, accepted cash and credit and debit card payments, and ensured order accuracy.
 - Followed company policies and procedures and assisted coworkers during busy times.
- Additional work history includes experience as a Retail Fulfillment Associate at Kohl's in Bakersfield, CA.

Volunteer

Wingland Parent Teacher Association - Bakersfield, CA
January 2010 to January 2017

- Handled cash, provided customer service, and organized floor.
- Cleaned up areas and helped as custodian.

Education

Diploma in Medical Billing and Coding

Ultimate Medical Academy - Tampa, FL
August 2021 to June 2022

Skills

- Medical Billing
- Accounts Receivable
- Collections
- Co-Pay
- Deductibles
- Co-Insurance
- EOBs Revenue Cycle Management
- Posting Payments
- Government (Medicare & Medicaid)
- Third Party Payers Electronic Health Records (EHR)
- Electronic Medical Records (EMR)
- Managed Care (HMO)
- PPO
- POS) Workers Compensation
- Insurance Verification
- Insurance Claim Processing
- CMS 1500
- CMS 1450 (UB-04) Front Office Operations
- Medical Office Procedures
- Scheduling
- Medical Terminology

- Anatomy & Physiology HIPAA Compliance
- Medical Coding (ICD-10-CM
- HCPCS
- CPT)
- Data Entry
- ICD-9