



JUDY ANN D.

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Medical Billing
- Claims Processing
- Accounts Receivable (AR)
- Collections
- Appointment Setting
- Customer Service
- Cold-calling
- Fax Management
- Referrals
- Data Entry

TOOLS

Google Workspace
Availity
Microsoft Office Suite
UHC provider portal
Square
AdvancedMD
OPS
eClinicalWorks

PERSONAL PROFILE

Dedicated and experienced Virtual Assistant with a strong background in the BPO industry. Leveraging my 4 years of experience handling billing, claims, collections, Accounts Receivable (AR), customer service, and administrative support for international clients. I am adept at navigating complex systems and providing timely, accurate, and empathetic support to ensure client satisfaction.

WORK EXPERIENCE

MEDICAL VIRTUAL ASSISTANT

MedNet | 2023 - 2025

- Provide administrative support including scheduling/confirming appointments and managing patient records. Coordinate with insurance companies to verify patient coverage, pre-auth and process claims.
- Respond to email inquiries, both inbound and outbound calls, logging Voicemails with professionalism and clarity, ensuring all communication is well-documented.
- Utilize electronic health record (EHR) systems to maintain and update patient information. Well experienced in Accounts Receivable (AR)

COLLECTIONS HEALTHCARE ADVOCATE

IBEX Global | 2022 - 2023

- Handled inbound and outbound calls, assisting patients, providers, and law firms with claims, payments, and document inquiries, ensuring timely follow-ups.
- Conducted cold calls to patients with collection notices, maximizing payment recovery while maintaining accurate records and resolving billing disputes.
- Reviewed and processed insurance claims, identifying necessary appeals or resubmissions, and coordinated with insurers to ensure claim and EOB accuracy.

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance | 2021 - 2022

- Provided top-tier customer support for Blue Cross Blue Shield (BCBS) members, addressing inquiries and resolving issues related to healthcare coverage and benefits.
- Assisted members with billing and claims inquiries, ensuring accurate and timely resolutions. Assisted members with billing and claims inquiries, ensuring accurate and timely resolutions.
- Consistently received positive feedback from BCBS members for delivering outstanding service and support. Worked closely with team members and supervisors to improve service delivery and member satisfaction.

EDUCATION HISTORY

Technological University of the Philippines - Taguig Campus

- Bachelor of Engineering and Technology major in Electronics Technology
- Dean's List
- Relevant coursework in Circuit Design, Digital Systems, Microprocessors, and Telecommunications