

# KEYONDRA WASHINGTON

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A seasoned professional with eight years of combined experience of a dental coordinator and customer service specialist. Advance familiarity in medical terminologies, medical insurance, Microsoft words, excel, outlook, and access. Experienced with handling medical records, filing claims, coordinating patients benefits, credentialing and re credentialing.

## EXPERIENCE

**OCTOBER 2020 – CURRENT**

**MEDICARE ENROLLMENT SPECIALIST, VIVA HEALTH**

- Entering, updating and reviewing date and records.
- Handling questions, issues and providing detailed information on requirements, processes, and policies.
- Verify eligibility information for Medicare members by utilizing the CMS.
- Processing applications and ensuring all applications are completed correctly and all required supporting materials have been provided.

**APRIL 2019 – OCTOBER 2020**

**ADMINISTRATIVE OFFICE SPECIALIST III, UNIVERSITY OF ALABAMA BIRMINGHAM**

- Expedited patient referrals to specialty offices and complete referral request.
- Ensure complete and accurate registration, including patient demographic and current insurance information.
- Keeping updates on medical licensing and certification requirement,
- Maintained all medical license, drug administration and malpractice insurance for physicians and midlevel providers.
- Verify state licenses and board certifications.

**JANUARY 2019 – APRIL 2020**

**DENTAL COORDINATOR, CHILDREN'S DENTAL CENTER OF BIRMINGHAM**

- Schedule appoints and follow up appointments.
- Create and go over all treatment plans.
- Verify insurance and receive benefit details.

## EDUCATION

**MAY 2011**

**HIGH SCHOOL DIPLOMA, P.D JACKSON OLIN HIGH SCHOOL**

## SKILLS

- Between eight years of work experience and just evolving as a person daily, I've learned many different skills that I can apply to both my work environment and my everyday life. Many skills I've picked up along the way includes: problem solving, being a team player, communicating and active listening, critical thinking, problem solving, being more organized, and becoming more resilience.
- My greatest strength is my ability to pick up and learn things very quickly.
- My second greatest strength is my attention to details.
- My third greatest strength would be my time management skills that I've acquired over time.