

Keyarah McKenzie-Smith

Experienced Certified Patient Account Representative

Birmingham, AL 35214

keyarahmckenzie@outlook.com

(512) 230-7270

Experienced Certified Patient Account Representative with over 7 years of experience in non-clinical medical setting and customer service industry. Excellent reputation for resolving problems, improving patient and customer satisfaction, and driving overall operational improvements. Talented at multi-tasking without compromising quality. Skilled in prioritizing patients' and customers' needs within high-stress environments.

Willing to relocate: Anywhere

Work Experience

Office Service Specialist III

UAB Health System - Birmingham, AL

June 2019 to Present

- Answer phone calls, messages for 6 Neurology physicians in Neuromuscular disease facility, perform patient scheduling, handling patient inquiries, insurance authorizations/verification.
- Complete skilled administrative work to support all office staff, operational requirements.
- Support providers in outpatient medical office through coordinating all administrative operations.
- Maintain department databases, records and files, gathering and interpreting data to construct detailed reports, assisting in monitoring department budgets.
- May direct the work of other clerical employees in lead capacity.
- Assist with human resources related issues and handle confidential information.

Lead Patient Access Representative

Grandview Medical Center - Birmingham, AL

December 2016 to June 2019

- Established and maintained productive working relationships with staff to resolve operational difficulties and to promote interdisciplinary, collaborative approach to patient service provision.
- Accurately inputted all patient and insurance information into company's computer system using CERNER/HMS.
- Performed patient pre-admission, admission, transfer and discharge activities.
- Obtained signatures from financial responsibility and treatment procedures from patients or guardians.
- Prepared patient identification band and completed admissions papers.
- Collected and validated patient demographics and insurance information.
- Collected copayments and compiled daily financial records.
- Reviewed and corrected claim errors to facilitate smooth processing.
- Contacted insurance companies for patient medical billing operations.

Lead Customer Service Associate

Walgreen's Pharmacy - Birmingham, AL

2014 to January 2017

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Applied highly effective selling skills while properly engaging and presenting solutions to customers.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Operated POS system to itemize and complete average of 150 customer purchases.
- Cross-trained and backed up other customer service managers.
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Stocked merchandise each shift, clearly labeling items, arranging according to size or color, and preparing attractive displays.

Medical Office Assistant-Internship

Morgan Pediatrics - Birmingham, AL

2012 to May 2014

- Scheduled, rescheduled and handled cancelled appointments for patients.
- Maintained accurate records of patient care, condition, progress and concerns.
- Monitored vital signs, such as blood pressure and pulse, assisted with triage.
- Ensured each medical room was properly stocked with an adequate supply of medications and supplies.
- Ordered all office supplies including ink cartridges, toner and paper.
- Ensured confidentiality of medical records relating to clients' treatment.
- Adhered to strict HIPAA guidelines at all times to protect patient privacy.

Education

B.S in Business Entrepreneurship

University of Alabama at Birmingham - Birmingham, AL

Present

Skills

- Scheduling
- Microsoft Office
- Human Resources
- Data Entry
- Microsoft Office
- Scheduling
- Outlook
- training
- Cerner

- Insurance Verification
- Medical Office Experience
- Medical Records
- Cerner
- Medical Office Experience

Certifications and Licenses

CPAR Certification

October 2017 to Present