

CHYNNA CHATMAN JONES

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☎ (205)848-0560

📍 Birmingham, AL 35214

PROFESSIONAL SUMMARY

Proficient and caring nursing team member offering outstanding patient-facing experience. Adept at addressing patient needs with compassionate care and attention to detail. Diligent about maximizing satisfaction, safety and wellness while serving patients of all backgrounds.

SKILLS

- Authorization experience (office and/or experience with CPT, ICD 10 codes)
- Knowledge of medical terminology and coding.
- Excellent computer skills in Excel and Word.
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Strong problem solver and skilled in conflict resolution.
- In-depth knowledge of billing, collection, and telecommunications software.
- Strong computer literacy.
- Excellent organizational skills and communication skills.
- Knowledge of pharmacy benefits
- Able to multi-task in high volume environment
- Gowning and Gloving Procedures
- Surgical Kit Assembly
- Aseptic and Sterilization Techniques
- Medical Terminology

EDUCATION

Southern New Hampshire University
Hooksett, NH • 12/2022

Bachelor of Arts: Healthcare Administration

WORK HISTORY

The Doley's Clinic - Prior Authorization Nurse

Birmingham, AL • 02/2022 - Current

- Receives inbound and makes outbound calls to healthcare professionals, commercial and workers' comp carriers, and manufacturer sales representatives.
- Meets position metrics and turn-around timeframes using reports provided while maintaining full caseloads.
- De-escalating issues that arise with patients prescriptions or billing and focusing on finding solutions
- Contacted pharmacies regarding handling patients prescriptions.
- Fielded over 50 telephone inquiries per day on authorization details from plan members and medical staff.
- Coordinated referrals through insurance and other medical specialists and documented details in patient charts.
- Contacts patients health plan to gain plan information, verify active coverage, obtain all plan benefits as well as authorization requirements.
- Obtained and logged accurate patient insurance and demographic information for use by insurance providers and medical personnel.
- Communicates efficiently and professionally directly with facility or Account Management team to acquire all necessary documentation for case decisions as well as provides this information to patients health plans to ensure all requirements are met for authorization.
- Demonstrated ability to think strategically and creatively toward continuous improvement of operations both technically and functionally.
- Prepared and distributed denial letters, detailing reasons for denial and possible appeal measures.
- Contacted insurance companies to obtain prior authorization for medical procedures and medications.
- Mentored new hires, resulting in stronger staff development and increased productivity.
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.

Virginia College - Birmingham
Birmingham, AL • 08/2016

Diploma: Certified Clinical Medical Assistant

UAB Medicine - Lead Certified Medical Assistant
Birmingham, AL • 10/2017 - 11/2020

- Ensured provision of high quality patient care.
- Assisted in daily problem solving and supervision and development of clinical support staff.
- Ensured Medical Providers receive sufficient support and assistance.
- Assisted in providing leadership support for clinical support staff.
- Directed patients to exam rooms, fielded questions and prepared for physician examinations.
- Answering phone calls and directing patients to proper departments
- Answering questions regarding billing and finding quick solutions to satisfy patients
- Assisted with routine checks and diagnostic testing by collecting and processing specimens.
- Obtained pre- and post-treatment vital signs and weight.
- Promoted office efficiency, coordinating charts, completing insurance forms and helping patients with diverse needs.
- Having strong commitment to Customer Service as exemplified by behaviors and disposition.
- Reached out to insurance carriers to obtain prior authorization for testing and procedures.
- Input all patient data regarding claims and prior authorizations into system accurately.

St. Vincent's East - Patient Care Technician
Birmingham, Alabama • 08/2016 - 01/2017

- Obtained patient vital signs and reported results to staff nurse or physician, noting changes from prior measurements.
- Answered patient assistance calls, assessed needs and offered qualified support.
- Collected and transported specimens to prepare for lab testing.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Lifted or assisted others to lift patients to move them on or off beds, surgical tables or stretchers.
- Responded to emergency situations to help with lifting and transporting patients.