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Summary

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an office manager, secretary, administrative assistant and office clerk.

Professional Experience:

Mission Chiropractic

July 2012 - Present

Office Manager/Receptionist

- Greet and check in Patients for appointments
- Answer incoming calls and respond to queries in a warm and professional manner
- Schedule patient appointments
- Assist patients to complete all necessary forms and documentation including medical insurance
- Maintain and manage patients insurance and demographic information in the system
- Collect, reconcile, and post co-pays and insurance payments
- Perform monthly duties such as send out account statements, make collection calls, write and send overdue balance letters, contact lawyers and staff to obtain updates on pending patient cases/ balances
- Perform essential clerical tasks like photocopying, scanning, faxing, e-mail, and data entry
- Perform the tasks of receiving and distributing mails and faxes on a daily basis
- Maintain stock of forms and office supplies
- Complete other clerical duties as assigned
- Ensure reception area is well maintained, neat and clean
- Essential closing and opening duties

Lin-V-Co

March 2012 – June 2012

Office Clerk/Data Entry

- Responsibility of gathering customer's information and entering the details into the companies customize database
- Filed and maintained official records
- Faxed, photocopied and scanned important documents and filed them
- Assisted callers and route them to the correct person
- Made outbound calls regarding petition purposes
- Assisted in payroll preparation
- Assisted manager with marketing
- Performed errands as per managements' instructions
- Maintained good relationships with clients and staff
- Assisted in general and diverse functions

Hunter Labs

November 2011 – December 2011

Office Clerk/Medical Billing(Internship)

- Set up new patient accounts
- Ensured claims were entered and submitted with 48 hours of receipt
- Accurately applied payments to patient accounts
- Posted and reconciled insurance and patient payments. Researched and resolved incorrect payments, EOB, rejections, and other issues with outstanding accounts

- Insured accuracy of insurance claims. Verified correct ICD-9 and CPT codes for a variety of specialties
- Assigned ICD-9 to physicians diagnosis and insured correct level of service and various other CPT codes
- Set-up practice management software for submission of electronic claims to clearinghouse; Worked with clearinghouse to resolve file compatibility issues
- Retrieved Electronic Remittance Advice (ERA's)
- Sent secondary claims upon processing of primary insurance
- Monthly processing of Patient statements. Answer and resolve patient billing inquiries
- Followed up on Insurance and patient aging. Re-submitted insurance claims as necessary
- Performed collection calls
- Insured office practices are in compliance with HIPAA regulations

Santa Clara County

October 2008 -- December 2008

Office Specialist I (OS1)

- Answered inquiries from callers or visitors, and referred them to the appropriate source of information
- Photocopied documents, files and other materials according to established instructions and guidelines
- Set up and maintained control of files containing documents and folders by purging old files or archiving closed files, sorting and filing materials into folders, classified materials by nature of subject or numerical order and prepared new folders in accordance with specific information
- Searched for and pulled files, including contacting other offices to determine location of file, or retrieve file information from a computer system
- Opened, collected, routed and distributed mail and/or office supplies; stuffed, sealed, weighed letters and applied postage for outgoing delivery
- Maintain a database for sorting and updating computer files; retrieves information from a computer using appropriate software applications, and prints reports or other materials as needed
- Created or updated labels, forms, cards, or requisitions; Operated a variety of standard office equipment (e.g., copy machine, computer terminal, phone, fax, scanner); performed simple equipment troubleshooting and maintenance on variety of office equipment
- Performed other related duties as required

Education:

Carrington College California, Medical Billing Certificate, 2011-2012

C.E.T Sobrato, Accounting Clerk Certificate, 2008

M.A.C.S.A Academia Calmecac Charter School, 2007