

# Guadalupe Rubio

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(714)402-3503

## SUMMARY

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The strength I bring to a team is being able to manage a team, initiate tasks, and bring organization to the team. I am very responsible individual, loyal employee, I am enthusiastic on projects and working along with others

### Skills

- Versatile phone handling, customer service and computer skills, including Microsoft Office, Outlook, Excel, Power Point, Epic Certification EZ Cap
- Languages Spanish, English, multitask, teamwork, interpersonal communications skills, proactive, problem solver, data entry, customer service, attention detail
- Work ethics, adaptability, knowledge of Medical terminology, Medical Insurance, Claims Terminology, CPT Codes, ICD10 Codes

### Professional Experience

#### UCI Irvine Admitting Worker Dermatology and Ophthalmology Irvine, CA 05/22 - 07/22

- Complete patient's registration and schedule appointments in a scheduling system.
- Request authorizations and complete proper documentation for authorizations.
- Contact medical insurance plans regarding coverage.
- Experience utilizing EPIC EMR system.
- Knowledge of medical terminology, insurance terminology, CPT codes, HCPC, and ICD billing Codes.
- Create effective working relationships across the Health System.
- Maintain a work pace appropriate to the workload.
- Develop a deep understanding of University and Medical Center policies, procedures, and forms

#### UCI Irvine COVID 19 Testing Medical Assistance Irvine, CA 07/21 - 03/22

- Observe patients performing self-administered COVID-19 A-Symptomatic test
- Ensure all individuals are wearing masks and using hand sanitizer prior to entering clinics
- Schedule and confirm appointments, by communicating clearly
- Establish and maintain effective working relationships with patients, employees, and the public

#### UCI Irvine Admitting Worker Obstetrics & Gynecology Orange, CA 04/21 - 08/21

- Complete patient's registration and schedule appointments in a scheduling system
- Request authorizations and complete proper documentation for authorizations
- Contact medical insurance plans regarding coverage
- Learn, and utilize medical terminology, insurances terminology, CPT codes, HCPC, and ICD billing Codes

#### Newport Academy Claims Analyst Irvine, CA 04/19 - 09/19

- Mental Health issues, comprehensive holistic programs, clinical therapy, depression, anxiety eating disorders, trauma, substance abuse, outpatient, physical, psychological, social, educational
- Responsible for issuing medical files to persons and agencies according to the state laws and regulations, ensure audit records are completed in a accurate and time manner, classification of diagnosis, conditions and procedures
- Maintain patient confidentiality by keeping patient records and information safe
- Adhere to professional, state federal and local requirements regarding HIPPA,

**Food & Commercial Workers Unions Cypress, CA 03/06 - 05/17****Claims Analyst**

- Processed all types of medical claims, overpayments, denials issues, recovery payments during the time frame, Analyzed claims and reviewed, updated promptly, accurately process claims and resolve claim issues
- HMO's, PPO, Medicare, gov guidelines, COB, authorizations, fee schedules

**Death Benefits Customer Service Representative**

- Communicate with members grieving family, staff, attorneys over the phone, in person, written correspondence, review, evaluate, categorize documents, verify information for accuracy and appropriateness
- Follow up on mission or questionable data, enter and retrieve information of a vary complexity, update data

**Provider Relations**

- Address changes members and providers, W- 9 request additional information, mail out letters, verify medical forms, complete information in batches, research subpoenas records, and maintain logs to record daily activity
- Open and sort mail, distribute mail, organize mail to prep by document class type, archived scan

**The Home Depot Cashier Santa Ana, CA 01/03 - 02-06**

- Receive payment by cash, checks or credit card and issue receipts, refunds and county money
- Keep track of amount of money in cashier drawers, at the beginning and end of the shifts
- Answer question or concerns about merchandise for the customers level of expertise

**Nordstrom Stock Clerk/ Cashier Costa Mesa CA 04/00 - 12/02**

- Receive merchandise, unpacking merchandise, mark items with identifying codes, such as price stock
- Stocking shelves, print labels with barcodes, markdowns, prepare merchandise to ship,
- Inventory control codes, work in stores, warehouse, and stock rooms

**Jack in the Box Food Pre/Fryer Fullerton, CA 02/98 - 03/00**

- Cut/prepare vegetables, brew coffee or tea, prepare food for customer, and keep area clean
- Cashier, bussing tables and other duties assigned
- Wear and operate drive thru order taking headsets
- Receiving and stock food, frozen, supplies, inventory
- Cleaning and sanitation

**Education**

- Santa Ana College- Medical Assistance Clinical Administrative Certificate
- Santa Ana College- Administrative, A.A. Degree Current
- BLS Certificate
- Culinary Art Republica De Brasil - Mexico City