

JERRICA DELOS SANTOS

MEDICAL VIRTUAL ASSISTANT/ MEDICAL BILLER/ LICENSED PHYSIOTHERAPIST

CONTACT

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Philippines

SKILLS

EMR/EHR
Scheduling/Appointment Setting
Insurance verification
Data Entry and data base management
Transcription
Customer service
Complete charge sheet
Collect co-payments
Complete charge sheets
Prepare and post billing
Assist patients with billing inquiries

EDUCATION

Bachelor of Science in Physiotherapy

World Citi Colleges

2012-2016

Medical Billing Masterclass

L Virtual Assistant Services

February 2024

PROFESSIONAL SKILLS

Can navigate tools like Calendly, MS, Google, Gmail, Trello, Asana, Dropbox, Monday.com

Proficient in PCM, AdvancedMD, AthenaHealth

Customer service (Email and phone calls)

EXPERTISE

Insurance tasks
Communication (ENGLISH, TAGALOG)
Adaptability
Flexibility
Keen to details
Admin tasks

PROFILE

A HIPAA compliant virtual healthcare assistant with various knowledge and expertise. Handles medical-specific administrative duties, manages electronic health records, assists with patient care, posts and prepares medical billing, solves reject/denied claims and navigates insurance and medical softwares like AdvancedMD and PCM. Adapts in multitasking, excellent planning and problem-solving skills, has keen attention to details.

WORK EXPERIENCE

Physiotherapist

Onelife studio February 2017-November 2017
The Medical City December 2017-December 2019
Home Care PT (Self employed) January 2020-Present

- Assess patients' physical conditions, including range of motion, strength, balance, and posture.
- Develop personalized treatment plans to address patients' needs.
- Prescribe specific exercises to improve strength, flexibility, endurance, and mobility.
- Collaborate with other healthcare professionals such as physicians, occupational therapists, and chiropractors to ensure comprehensive care for their patients.
- Responsible in organizing, assessing, and planning rehabilitative management to patient.
- Writing SOAP reports

General Virtual Assistant (Admin/Executive Assistant, SMM, Customer Service Associate)

RDSC Corporation 2020-2022

- Handle incoming and outgoing communications, including emails, phone calls, and letters.
- Draft responses, organize mail, and ensure timely communication with clients, customers, and colleagues.
- Maintain organized filing systems, both physical and digital, to manage documents, records, and other important information.
- Oversee office supplies, inventory management, and equipment maintenance.
- Responsible for collecting and verifying timekeeping records, calculating wages and deductions, and ensuring compliance with company policies and regulatory requirements.
- Arranges and plans meetings and appointments, leads conferences, and oversees business events.
- Organize team communications and plan events, both internally and outside.
- Prepares, edits, and distributes correspondence, reports, presentations, and any other forms of communication

Medical VA-Biller

LVAS February 2024-May 2024

- Insurance verification and authorization
- Patient data entry and database management, scheduling
- Prescription refills
- Resolve patient billing and schedule complaints and discrepancies
- Collect co-payments on the date of service
- Complete charge sheets
- Prepare timely and accurate billing

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TO WHOM IT MAY CONCERN,

With my knowledge and skills as an allied health professional and my interest in the virtual freelance administrative-medical world, I am enthusiastically looking to catapult my career as medical virtual assistant with your company. Leveraging my strength in Administrative tasks, Insurance tasks, scheduling, billing, submitting claims and AR, I am more than ready to serve and impact your operation.

Being alert, attentive and keen into details became second nature when I am attending to my patients and assisting doctors and other medical professionals in a fast paced clinical setting and because of this, I became multitasker and not just that, I learned how to handle myself professionally. I unlocked a new level of efficiency when communication and coordination took over and became innate. When I transitioned to being a virtual assistant, it was not hard to take in because of the same rush and fast paced setting just like in a busy clinical/hospital environment but without exerting physical strength. I am working as a Virtual assistant for 3 years now and I invested an arrangement of computer components (A macbook air with a noise cancelling headset attachment).

I am eager to learn new things and better myself by upgrading my skillsets. I am willing to be trained and very professional with my work. I am compassionate and empathetic to my co-workers, patients and bosses. I am HIPAA compliant and I know how to handle confidential documents and data. I can navigate insurance portals and medical softwares like PCM, AthenaHealth and AdvancedMD. I can navigate scheduling tools such as Zoom, Calendly. If you have other softwares to use, I can navigate it in no time. I have a strong understanding of clinical terminology and insurance policies.

I am confident that my experience, skills and dedication make me an ideal candidate for this position. I am available for an interview at you convenience. Please do not hesitate to contact me if you have any questions or require additional information. I look forward to hearing from you.

SINCERELY,

JERRICA DELOS SANTOS
