

Claire Gelbolingo

Cebu City, Cebu, Philippines | +639603846696 | claire.b.gelbolingo@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented and highly organized **Healthcare Administrative Professional** with experience in **medical records management, patient scheduling, treatment referrals, and insurance processing**. Proficient in **EHR systems (eClinicalWorks, Practice Fusion, IMS)** and commercial insurance portals (**Availity, Optum, United Healthcare, SilverSummit, Oscar**). Strong leadership skills with experience in training staff and improving operational efficiency.

WORK EXPERIENCE

Medspecialized, Inc. – Cebu City, Philippines

Phone Operator | July 2022 – Sept 2023

- Managed patient appointments, rescheduling, and follow-ups using **Intelligent Medical Software (IMS)**.
- Trained new operators on **call handling procedures** and clinic SOPs.
- Coordinated with clinic staff regarding **medication issues, referrals, and medical records**.
- Processed **medication coverage approvals** for workers' compensation patients.
- Tracked **call and scheduling productivity**, generating weekly reports for clients.

Clinic Staff | Sept 2023

- Verified **patient eligibility and benefits** through insurance portals (**Availity, Ambetter, SilverSummit, Oscar**).
- Utilized **Practice Fusion EHR** for billing and patient information management.

Medical Records Supervisor | Sept 2023 – Jan 2025

- Managed **faxed documents, scanned medical records, and generated reports** via **eClinicalWorks (eCW)**.
- Processed medical and billing records requests for **law offices, insurance companies, and government agencies**.
- Created and submitted **insurance claims** and monitored **HEDIS compliance**.
- Supervised onboarding staff and trained employees on **records management protocols**.

Referrals Coordinator | Feb 2024 – Mar 2024

- Processed **treatment referrals** using insurance portals (**Optum, Availity, HPN, UHC, SilverSummit, Alignment Health Plan**).
- Ensured accurate **referral documentation** and **EHR updates** for seamless provider communication.

Quality Improvement Project Coordinator | Feb 2025 – Present

- Recorded **hospital admission and discharge details** to ensure smooth **transition of care**.
 - Trained in **closing patient care gaps** and improving healthcare quality metrics.
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LEADERSHIP EXPERIENCE

Medspecialized, Inc. – Cebu City, Philippines

Senior Virtual Administrative Assistant | Sept 2023 – Present

- Trained **new staff** and monitored **team productivity**.
- Provided coverage during absences and assisted in **SOP development**.
- Acted as liaison between **clients and management**.
- Designed **productivity trackers** for phone operators and administrative tasks.

Astrana Health – Las Vegas, Nevada (Remote)

Medical Records Supervisor | Sept 2023 – Jan 2025

- Monitored department productivity using **system reports and end-of-day summaries**.
 - Led team **training sessions and huddles** to reinforce compliance and efficiency.
 - Created **SOPs and monitoring tools** for **medical records requests and processing**.
 - Handled **escalations related to patient and clinic staff concerns**.
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EDUCATION

Cebu Normal University – Cebu City, Philippines

Bachelor of Science in Biology (Zoology Specialization) | Graduated June 2022

SKILLS & CERTIFICATIONS

- **EHR Systems:** eClinicalWorks (eCW), Practice Fusion, IMS
- **Medical Records & Billing:** HIPAA Compliance, HEDIS, Claims Processing

- **Insurance & Referrals:** Availity, Optum, United Healthcare, SilverSummit, Oscar
- **Administrative & Leadership:** Staff Training, SOP Development, Quality Improvement
- **Communication & Coordination:** Patient Interaction, Call Handling, Team Supervision