



ANGELINE JOYCE AUTENCIO

PATIENT SUPPORT COORDINATOR

Organized and compassionate healthcare professional with over 5 years of experience coordinating patient care and support services. Proficient in managing patient schedules, obtaining prior authorizations, verify healthcare insurances, document accurate determinations, facilitating communication between patients, families, and healthcare teams. Committed to improving patient outcomes and delivering exceptional support.

CONTACT

- ✉ autencioangeline@gmail.com
- ☎ 09655628750
- 📍 Las Pinas, Metro Manila PH 1742

EDUCATION

University of Perpetual Help System Delta 2019

- BS Radiologic Technology

Southville International School & Colleges 2015

- BS Entrepreneurship

SKILLS

- Administrative Tasks
- Training Management
- Prior Authorization
- Insurance Verification
- Patient Care Support
- Referrals
- Behavioral Health
- Integrity to HIPAA
- Patient Scheduling
- Outbound and Inbound calls
- Effective communication

WORK EXPERIENCE

Brightstar Care Home Health (May 2023-June 2024)

Patient Support Coordinator

Trainer- Trucare

- collect and review patient referrals to determine eligibility for home health services
- Schedule and coordinate home health services, including visits from nurses, therapists, and other clinicians
- Ensure timely communication and coordination between patients, families, and healthcare providers.
- Assist calls on customer inquiries, concerns, and complaints with empathy and active listening
- Train new intake coordinators the workflow of end to end process of Trucare referrals from Kantime EHR system and RingCentral

Forta Health (May 2022- April 2023)

Medical Authorization Associate

- Obtain Prior Authorization for Behavioral Health procedures
- Verify insurance coverage and Eligibility
- Perform general administrative tasks, such as answering phones, managing correspondence, and handling inquiries.

Access Healthcare Services Manila (April 2019-April 2022)

Prior Authorization Client Partner

- Obtain Prior Authorization for medical and surgical procedures using Athena as EHR system
- Review patient's clinical chart with understanding to ICD-10, CPT codes, and other clinical notes
- Ensures compliance to HIPAA for medical review and documentation of determination