



# CHRISTIAN JOSHUA A. MAGCHECO

VA Billing Supervisor / Medical Biller / Virtual Assistant



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## Education

### High-School

2009 – 2013

*MPNAG*

### BS in Electrical Engineering - Ladderized

2013 - 2019

*Rizal Technological University*

## Work Experience

### Cybersoft Content Services Inc.

Computer Operator / Encoder (Jan 2015- Sept 2016)

- Categorizes documents
- Analyzes Bank statements and Mortgage papers

### Wellcare Ohana Health Plans, Inc.

Pharmacy Helpdesk / Subject Matter Expert (Oct 2016- June 2021)

- Provides expertise and knowledge about the Prescription Drug Plan & Benefits (Medicare & Medicaid).
- Coaches' agent for better call handling Take supervisor calls.
- HIPAA trained
- Expert in Prescription Drug Plans and Pharmacy Benefits Knowledgeable with deductible, billing, premiums, and Plan Benefits.
- Guarantees exceptional customer service experience in a given timeframe.

## **AT&T (VXI Makati)**

### **Mobility Sales and Service / Subject Matter Expert (July 2021- Jan 2023)**

- Coaches' agent for better call handling. Take supervisor calls.
- Provides expertise and knowledge about the business/product.
- Resolving Billing concerns and pitching a Sale at the same time.

## **Sleep Center Hawaii (VMA)**

### **Billing Supervisor / Medical Biller / Virtual Medical Assistance (Feb. 2023-Oct 2024)**

- Taking outbound and inbound calls for billing concerns.
- Coding (ICD-10 & Procedure code) and dropping claims for Sleep Study and Clinic appointments.
- Calling Insurance to check the Status of sent claims.
- Knowledgeable in Athena and ECW (EMRs).
- Take supervisor/escalated calls for customer satisfaction.
- Handled and coached people for better call handling in Billing.
- Taking Inbound and Outbound calls for patient scheduling.

## **Blueprint Healthcare (Virtual Assistant)**

### **Clinical coordinator / Front desk (Nov 2024 – July 2025)**

- Taking inbound calls from Nursing Homes and Assisted Living Facilities.
- Manages the communications email / Faxes
- Processes Prior Authorization / Appeal
- Signing orders on the Providers' behalf
- Schedules call forwarding for Providers' after-hours calls.
- Knowledgeable in Talk EHR and AdvancedMD (EMRs).

## Skills

### **Excellent Communication Skills**

I can easily build connections and acknowledge and respect diversity to get a greater opportunity to improve patient experience and guarantee satisfaction.

### **Good Team Player**

I easily connect with the team by being flexible, cooperative, and a problem-solver. I always want to contribute to the group to meet goals and manage tasks effectively.

### **Functional Self-Management**

I always take the initiative, I can work with minimal supervision, manage time effectively, and maintain control over all current tasks & responsibilities.

### **Customer Service Guarantee**

I always go above and beyond with every service I provide, and I always leave the client with the impression of great customer service.