

Jay-ar Juria

Medical Virtual Assistant

Summary

Dedicated and detail-oriented Medical Virtual Assistant with extensive experience in healthcare support and customer service. Proficient in insurance verification, pre-authorizations, administrative tasks, and maintaining patient records in compliance with regulatory standards. Recognized for strong communication skills, problem-solving abilities, and a commitment to delivering exceptional support in a virtual healthcare environment.

EXPERIENCE

Global Medical VA, Medical Virtual Assistant / Insurance Verification Specialist / Patient Records Specialist

July 2023 - October 2024

Daily tasks:

- Verified patients' insurance coverage and eligibility for medical services and procedures, including those related to infertility treatments and mental health services.
- Collaborated with insurance companies to obtain pre-authorizations for necessary treatments in both infertility clinics and mental health facilities/counseling.
- Maintained accurate records of insurance verification activities and updated patient medical records, ensuring compliance with regulatory standards.
- Entered patient data into electronic health record systems, ensuring all entries comply with privacy regulations and healthcare industry standards.
- Managed email correspondence efficiently, prioritizing urgent requests and communications from patients.
- Managed email correspondence, prioritizing and addressing patient inquiries related to infertility and mental health services promptly.
- Oversaw and maintained accurate patient records for both infertility and mental health services, ensuring compliance with HIPAA and other privacy regulations.
- Collaborated with patients' primary care physicians, specialists, and mental health providers to ensure comprehensive care and communication.
- Managed scheduling and calendar for appointments at both infertility clinics and mental health facilities, optimizing availability for patients and providers.

Teletech, Member Health Advocate / Customer Service Representative

June 2022 - June 2023

Daily Tasks

- Handled inbound and outbound calls, assisting members with their healthcare inquiries and concerns.
- Granted pre-authorizations for medical treatments and scheduled appointments with providers.
- Educated members on their healthcare options, ensuring understanding of benefits and services.
- Collaborated with healthcare providers and insurance companies to resolve claims-related issues.
- Documented member interactions in the CRM system to track engagement and service quality.
- Conducted follow-up calls to ensure member satisfaction and address outstanding concerns.

Sykes, Health Advocate / Customer Service Representative

November 2020 - May 2022

Daily Tasks

- Managed inbound and outbound calls, providing excellent customer service to members.
- Resolved member concerns related to healthcare providers and service issues.
- Trained new hires on customer service protocols and company policies.
- Coached new hires during their nesting period, ensuring a smooth transition into their roles.

SKILLS

- Problem Solving Skills
- Communication Skills
- Insurance Verification & Pre-Authorizations
- Electronic Health Record (EHR) Management
- Patient Communication & Support
- Compliance with Regulatory Standards
- Problem Solving & Critical Thinking

CERTIFICATIONS

HIPAA: Health Insurance Portability Accountability Act Certification, August 2024

HIPAA Security Awareness: Remote Workspaces, September 2024

Practical Application of HIPAA & Mental Health Ethics for Admin Staff, September 2024

HIPAA Security Awareness: Bring Your Own Device (BYOD), September 2024

EDUCATION

Manila Central University, Bachelor of Science in Nursing Undergraduate, July 2019 – April 2021

Dr. Carlos S. Lanting College, Science, Technology, Engineering, and Mathematics, July 2016 – April 2018

Contact Information:

Email address: jayarjurs@gmail.com

Contact number: 09064519580

Address: Novaliches Quezon City