



Justine Mark Andelle Cabildo Basconcillo



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Laguna - Philippines

Education

2012

BS Electronics Engineering

Lyceum of the Philippines University-
Laguna

Skills

- Tech Savvy
- Excellent written and Verbal Comm.
- Customer-Centric
- Proven Self-Sufficiency
- Multi-Platform Communication Prowess

SUMMARY

Multifaceted, driven and highly motivated professional; offering 11 years of experience working in the Healthcare Business Process Outsourcing Industry. With extensive background in medical billing, claims processing, customer service, Appeals and insurance verification.

EXPERIENCE

Healthcare Virtual Assistant

DocAssist, LLC | 104 Margaret Ln Ste A Grass Valley, CA 95945-5701

January 23, 2022-Present

- Account and E-mail Manager in PracticeEHR for a client.
- Access portals like Noridian, UHC/Optum, and Availity to check on Electronic Remittance Advice, member eligibility and pending claims
- Scribing for providers. Encoding CPT codes, Diagnosis codes. Updating the Subjective, Objective, Assessment and Procedure for the patient's visit
- Log accounts for new patients and generate claims related to their initial or follow-up visits.
- Manage the client's E-mail to ensure that Explanation of Benefits are forwarded to the appropriate account, and patient records or referrals are being updated real-time
- Receive inbound calls to assist customers with their inquiries about their account or their billing statements
- Contact insurances to check the status of pending claims, to request for claim review or even reconsideration of claim decision
- Post payments, ERAs, and denials in Practice HER and Practice Fusion
- Update patient records, medications. Active insurance
- Submit appeals and re-determination requests
- Correct, update and re-bill denied claims
- Participate in process review and improvement
- Train and support onboarding new members for the client

Accounts Receivable Representative- Appeals and Medical Records Team Leader

Countrywide Medical, Inc., | 8500 Alameda Genoa Rd Ste 112 Houston TX 77075

June 2018- December 2022

- Task allocation and team workload management
- Generate daily, weekly and monthly productivity reports
- Solve escalated accounts
- Mentor and coach new hires
- Communicate with the team to clarify metrics, track progress, provide updates, and keep our morale up.

Verification of Benefits Representative

Abbott Philippines, Inc., | 21-23F Bonifacio One Technology Tower, BGC, Taguig
August 2016-May 2018

- Check member's plan is active and billable for the service provided
- Create and submit Prior Authorization request
- Contact the member's insurance to confirm deductibles co-insurance and co-pays.

Accounts Receivable Coordinator

Arriva Medical | 21F Bonifacio One Technology Tower, BGC, Taguig
September 2015-August 2016

- Contact insurance to check the status of pending claims
- Post payments for finalized claims
- Submit appeals and re-determination requests

Medical Service Representative

Global Innov8ion. Inc, 4th-5th floor, 820 Building, Poblacion, Makati
April 2013-April 2015

- Inbound calls for Sales, Order processing and Customer
- Executive Assistant – Generating leads, cold calling, appointment setting and quality assurance