



MICHELLE ACOSTA

VIRTUAL ASSISTANT

ABOUT ME

As a passionate and well-organized small business owner, I've taken on the responsibilities of business development, sales, marketing communications, and advertising with proficiency. My recent intensive healthcare training has ignited my enthusiasm for transitioning into the role of a medical virtual assistant. I am committed to delivering reliable and client-centered support, ensuring their well-being and satisfaction.

TOOLS

- EMR/EHR (Practice Fusion, Medics Cloud, Advanced Data Systems, MDSynergy)
- NYS Workers Compensation Board, Jointmedstrat, Abbadox, Lenox Hill Radiology, Egnyte, Basecamp
- Google Suite
- Microsoft Offices

HVA SKILLS

- HIPAA Compliance
- Knowledge of EHR/EMR systems
- Prior Authorization
- Insurance Verification
- Appointment Scheduling
- Phone & Email Management
- ICD-10 Coding
- Medical Scribe

SOFT SKILLS

- Interpersonal Skills
- Communication
- Ability to work under pressure and to multitask
- Time Management
- Leadership
- Team Player

CERTIFICATIONS

- Medical Receptionist
- Medication Refill
- HIPAA Certificate

EDUCATION

- **Global City Innovative College**
Bachelor of Science in Nursing
- **The Academy for International Culinary Arts**
Diploma in Baking and Pastry

EXPERIENCE

Medical Virtual Assistant

Worker's Compensation Medical Provider (New York)

JULY 2024 - PRESENT

- Chart prep medical records
- Responsible for reviewing all charts prior to the doctor's appointment to ensure that all medical records are on file
- Submit files/documentation to physicians and others as requested for review, quality assurance checks, and other purposes
- Obtain records from outside sources for preview prior to the office visit
- Review and prepare patient charts to include demographic info, laboratories & prior authorization status
- Pull charts daily for patients who are scheduled
- Complete additional administrative tasks, as needed

Business Owner

Sucré Love Bakeshop

July 2016 - May 2024

- Sales
- Marketing
- Business development
- Social Media Promotion
- Content Editing (Pictures and Video)
- B2B Partnerships (Coffee Shops, Prettylooks Clinic)

Pastry Chef Instructor

The Academy for International Culinary Arts

January - March 2023

Freelancer

July 2010 - November 2014

- Wedding Photographer at Better Click Studio
- Buy and sell of derma products: Proficient in sourcing, marketing, and selling, ensuring high customer satisfaction and sales growth
- Part-time receptionist at Greenwoods Optical Clinic
- Part-time baker and sales associate