



MIKAELLA KIM L. SY

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CERTIFIED MEDICAL VIRTUAL ASSISTANT

ABOUT ME

I help clients, doctors, and other medical professionals based in the USA with their administrative and back-office tasks to improve workflow, and save time

TOOLS

- EMR/EHR (Practice Fusion)
- Epic
- Google Suite
- Microsoft Office
- Ring Central
- Cerner
- Athena
- Wellsky

MVA SKILLS

- Familiar with EHR/EMR systems
- Prior Authorization
- Insurance Verification and Eligibility
- Appointment Scheduling
- Email Management

SOFT SKILLS

- Ability to work under pressure and high volumes accounts
- Time Management
- Ability to multitask
- Team Player
- Ability to handle questions and problems in an efficient manner
- Adaptable

CERTIFICATIONS

- HIPAA Certified
- Certified Medical Virtual Assistant

EDUCATION

Arellano University
Bachelor of Science in Cruise
Line Hospitality Management
2014-2019

EXPERIENCE

Intake Coordinator Intelassist

Oct 2023 - July 2024

- Checking all the faxed Medical Records documents and assigning to corresponding patient
- Tracking the records

Authorization Coordinator R1 RCM Philippines

Apr 2022 - Oct 2023

- Call the insurance for eligibility and benefits.
- Accepting all incoming calls and making outbound calls Insurance verification
- Processing of Prior Authorization
- Call patients to advised the status of insurance authorization.
- Handling Hospital for Radiology Authorization, Surgery Outpatient, and Inpatient.

Healthcare Specialist

CSS Corp, INC

Apr 2018 - Nov 2021

- Appointment setting
- Pre Registration for the confirmed patients
- Gather the Demographic information and Insurances
- Providing Deductible, Coinsurance, and Copay information

Technical Support Specialist

Google

Dec 2021 - Apr 2022