

WINNIE LYN KAREN D. PADUA
JUNIOR PRE-AUTHORIZATION OFFICER
CERTIFIED MEDICAL TRANSCRIPTIONIST

Bachelor of Science in Nursing

Salah Al Din, Dubai, UAE

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SKILLS

- Proficient in Microsoft Office (Excel, PowerPoint, Word, Outlook) and the Internet.
- Able to communicate in **English verbally and written.**
- Able to communicate in **Arabic verbally.**
- **Competent, responsible, trustworthy and hardworking.**
- Interests include **travelling and technology.**
- **Good conversational and interpersonal relation skills.**
- **Can Work under Pressure**

OBJECTIVE

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

WORK EXPERIENCES

Designation: Associate Pre-Approval – Emergency & Outpatient

Company: Accumed Practice Management DMCC (September 2019 –Present)

Specialties: Pre-Approval Officer, Customer Service

DUTIES AND RESPONSIBILITIES:

- ❖ Handles online portal request DHPO and insurance portal.
- ❖ Knowledge for DHA and HAAD exclusions.
- ❖ Provides pre-approval for medications, laboratory investigations, and out-patient procedures, maternity cases per Insurances Companies specific coverage.
- ❖ Taking calls for all inquiries especially for their coverage.
- ❖ Taking confirmation for coverage and communicating with the Network department for the benefits of the member.
- ❖ Process pre-authorization requests and follow up insurance queries for approval.
- ❖ Answering all patient and insurance telephone inquiries pertaining to assign account.
- ❖ Insurance verification, determining eligibility for services, and informing patients for the financial responsibility for services.
- ❖ Working with doctors and other staff of the hospital to ensure a correct submission of insurance claims.
- ❖ Collaborates with Doctors and other medical practitioners with medical term and regarding medical condition that requires specific indication on every approval (In-Patient and Out-Outpatient).
- ❖ Able to revise and re-approve the approval request.
- ❖ Maintaining TAT for Out-Patient and In-Patient specially those pending cases that needs for urgently.
- ❖ Clarifying CPT codes and cost estimate base on the agreed tariff.
- ❖ Follow up for all Emergency cases.
- ❖ Sending emails to the doctors for all insurance query.

Designation: Assistant Administration cum Medical Officer

Company: Mednet Global healthcare LLC (February 2016 –December 2018)

Specialties: Junior Pre-Authorization Officer, Customer Service, Administrative, Medical Secretary, Resubmission / Claim Adjudication, General Medical Underwriting

DUTIES AND RESPONSIBILITIES:

- ❖ Handles online portal request DHPO, e-claims, Dokumente (DMS) and PBM.
- ❖ Knowledge for DHA and HAAD exclusions.

- ❖ Provide Third Party Administrative support to major health insurance company across the country.
- ❖ Provides verbal pre-approval for medications, laboratory investigations, and out-patient procedures, maternity, dental nad optical cases per Insurances Companies specific coverage.
- ❖ Verifying the policy of the member.
- ❖ Collaborates with Doctors and other medical practitioners within the medical term and regarding medical condition that requires specific indication on every approval (Inpatient and Outpatient).
- ❖ Handles Customer Service medical related assistance from providers and members and insurance payers.
- ❖ Trained for Medical Claims processing.
- ❖ Guiding the provider where they should send the members for second opinions and referrals.
- ❖ Creation of visa in In-Patient and Out-Patient.
- ❖ Escalating emails in the perspective areas.
- ❖ Able to revise and re-approve the approval copy.
- ❖ Able to give final approval in In-patient areas.
- ❖ Sending members for second opinion appointment.
- ❖ Sending reminder's email to the provider for the documents needed.
- ❖ Maintaining TAT for Out-Patient and In-Patient specially those pending cases that needs for urgently.
- ❖ Assisting my colleagues in notifying on system errors and problems.
- ❖ Correcting the entry and exit data.
- ❖ Clarifying CPT Codes and estimated cost base on the agreed tariff.
- ❖ Giving confirmation of the renewed policy
- ❖ Sending DMR's (Detailed Medical Report) to the providers and pharmacy.

Resubmission /Claim Adjudication Responsibilities:

- ❖ Enter and process all claims received for services
- ❖ Create and submit positive payment files as needed
- ❖ Generate payment and remittance advice repots regularly
- ❖ Ensure accurate payment
- ❖ Request and process new and updated provider contract information
- ❖ Weekly reports of unauthorized claims
- ❖ Generate denial letters
- ❖ Generate accounts payable aging reports and more.

General Underwriting Responsibilities:

- ❖ Analyze information in insurance applications
- ❖ Determine the risk of insuring a client
- ❖ Screen applicants on the basis of set criteria
- ❖ Evaluate recommendations from underwriting software
- ❖ Contact field representatives, medical personnel, and others to obtain further information
- ❖ Decide whether to offer insurance
- ❖ Determine appropriate premiums and amounts of coverage
- ❖ Member of the individual underwriting process improvement core team. Identified problems and proposed solution to streamline the application process to improve the underwriting turn-around time (TAT).
- ❖ Salesforce program tester. Provide Technical review of the software by identifying defects and recommending enhancements for its intended use in individual underwriting.
- ❖ Conducted detailed technical and analytical review for federal / state corporate, partnership, and corporation tax returns.

Designation: Private Duty Nurse

Company: Healing Hands Recovera Agency, Philippines – Private Duty Nurse (August 2015)

Specialties: ICU Cases

DUTIES AND RESPONSIBILITIES:

- ❖ Assisting the patient to immobilize.
- ❖ Beginning of taking of vital signs.
- ❖ Monitoring the CBG level, if there is any abnormalities report to the doctor immediately.

- ❖ To handle technical work for the doctor such as answering messages from patients to putting in request for medication to the pharmacy and many other clerical duties to free up the doctors to focus on the patient medical needs.
- ❖ From helping patients with basic hygienic tasks to assisting in surgery, nurses are trained and educated to help patients to the best of their ability.
- ❖ To promote patients recovery from illness.
- ❖ To encouraged them to do the task on their own.

Procedures and Routine:

- ❖ Asses the clients.
 - ❖ Asked the client about his/her information data.
 - ❖ Asked his/her chief complaints.
 - ❖ Promote clients comfort and safety.
 - ❖ Provide a clean environment for the clients.
 - ❖ Check the vital signs if there is abnormality findings.
 - ❖ Perform basic patient care tasks under the supervision of Medical staff.
 - ❖ Encouraged patient to deep breathing if necessarily.
 - ❖ Ensured safety and comfortable.
 - ❖ Assess for any signs of respiratory distress.
 - ❖ Promoted high back rest.
 - ❖ Do back tapping every 2 hours.
 - ❖ Turn sides to sides every 2 hours if awake and 4 hours if asleep.
 - ❖ Do bath bathing every morning and done feeding via PEG / NGT / Oral.
 - ❖ Due medication given via PEG / NGT / Oral.
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Designation: Administrator Assistant / Nursing Assistant / Receptionist

Company: New Al Jedaani Hospital, Jeddah, Saudi Arabia (August 2013-May2015)

Specialties: Ophthalmology, ER: Surgical and Medicine, Pedia Department

DUTIES AND RESPONSIBILITIES:

- ❖ Assisting the doctors in any aspect of patient care.
- ❖ Beginning of taking of vitals and asking health questions
- ❖ Gathering information and complaints of the patients.
- ❖ Obtaining medical records.
- ❖ Demonstrate evidence based knowledge, skills and innovative practice in relation to ophthalmic conditions.
- ❖ To practice in accordance with the standards of clinical practice and professional conduct and contribute to the promotion of evidence based practice.
- ❖ Liaise directly with medical staff regarding patients' care and treatment outcomes as necessary
- ❖ Performing preliminary eye function testing such as Refraction, OCT machine, Visual Field Test, Corneal Pachymetry, Biometry, Ocular Tonometers, Indirect Ophthalmoscope, Photo Photography, Visual Chart Monitoring and many more.
- ❖ Explaining to patients about medication or procedures.
- ❖ Assisting as Scrub Nurse in OR-Surgical procedures such as Cataract surgery, Ptyregium, Chalazion, Laser surgery, Eye Lid surgery, and more.
- ❖ Appointing / scheduling patient's surgery.
- ❖ Giving instruction to a patient how to use proper medication.
- ❖ Assistants often see the patient before the ophthalmologist, and is often responsible for preparing the patient for the exam and beginning the examination with standard tests and measurements.
- ❖ Making a brief charting and history of the patient's chart.
- ❖ Liaise directly with medical staff regarding patients' care and treatment outcomes as necessary
- ❖ Ensure effective communication with patients and relatives to assist in their understanding, care and treatment of their condition/injury and or condition.
- ❖ Maintain patient and practice confidentiality at all times.
- ❖ Promote and develop effective communication across the multidisciplinary team, including liaison with all relevant medical and nursing staff on wards, and other hospital departments.
- ❖ Take an active role in quality and service improvement in all areas of ophthalmology services and monitor and maintain all quality systems and processes within own work area.
- ❖ Maintain evidence of continual professional development and reflective practice.

Designation: Administrator Assistant / Medical Secretary
Company: C & D Family Clinic, Philippines (May 2011-June 2013)

DUTIES AND RESPONSIBILITY:

- ❖ Maintains workflow by studying methods; implementing cost reductions; and developing reporting procedures.
 - ❖ Creates and revises systems and procedures by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements; implementing changes.
 - ❖ Develops administrative staff by providing information, educational opportunities, and experiential growth opportunities.
 - ❖ Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
 - ❖ Sort and distribute incoming mail to areas and staff within the organization and dispatch outgoing mail
 - ❖ Write business letters, reports or office memos using word processing programs.
 - ❖ Answer telephone enquiries from customers, attend to visitors and assist other staff in the organization with their enquiries
 - ❖ Operate a range of office machines such as photocopiers, computers and faxes
 - ❖ File papers and documents
 - ❖ Undertake other duties such as banking, credit control or payroll functions.
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Designation: Call Center Agent (Sales)
Company: Global International Online, Philippines - March 2011-May 2011

DUTIES AND RESPONSIBILITIES:

- ❖ Determines requirements by working with customers.
 - ❖ Answers inquiries by clarifying desired information; researching, locating, and providing information.
 - ❖ Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
 - ❖ Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
 - ❖ Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
 - ❖ Maintains call center database by entering information.
 - ❖ Keeps equipment operational by following established procedures; reporting malfunctions.
 - ❖ Updates job knowledge by participating in educational opportunities.
 - ❖ Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
 - ❖ Provided callers with information on internet packages and promotions.
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SEMINARS ATTENDED

- “CPR and First Aid Training”
 - “Sitel Seminars-Baguio City, Philippines”
 - “Medical Transcriptionist Training and Seminars”
 - “Fire Prevention and Drills”
 - “Merz-Cov, Eboli, and H1N1 Prevention”
 - “Basic Training of Excel”
 - “Safety and Fire Drill – Ministry of Fire”
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EDUCATIONAL BACKGROUND

Tertiary : *Pines City College, Magsaysay Avenue, Baguio City, Philippines 2600*

Date : *June 2007- March 2011*

Course : *Bachelor of Science in Nursing*

PERSONAL INFORMATION

Age : *28*

Date of Birth : *November 03, 1990*

Civil Status : *Single*

Citizenship : *Filipino*

Visa Status : *Visit Visa*