

WALESKA ANNEXY

Nashville, TN 37209

waleskalopez3@gmail.com

+1 (407)-837-2361

Professional Summary

Diligent and detail-oriented professional with a strong background as a front desk and optometry technician. With a keen eye for patient care and a knack for managing diverse responsibilities, I have excelled in creating seamless experiences at the front lines of optometric services. Proficient in utilizing advanced diagnostic equipment and dedicated to ensuring patient satisfaction, I bring a blend of technical expertise and exceptional interpersonal skills to enhance any optometry practice. Ready to contribute my valuable experience and commitment to excellence in providing top-notch eye care services.

Willing to relocate: Anywhere

Work Experience

Front Office Coordinator

Brentwood Skin Clinic-Nashville, TN

June 2023 to Present

Specialize in meticulous verification of patient demographics and insurance details, ensuring accuracy for a seamless check-in and check-out process. Proficient in coordinating and managing schedules for dermatology, aesthetics, laser treatments, and telehealth services, my responsibilities extend to inventory management, ensuring the smooth functioning of the entire office. Excel in using healthcare software like Modmed, Phreesia, and RxAdvange, leveraging my experience to enhance operational efficiency. Additionally, I adeptly assist medical professionals and diligently collect outstanding balances, contributing to the overall success of the healthcare practice.

Billing Specialist and Scheduling Management

Central Florida Cancer-Celebration, FL

January 2023 to May 2023

Responsible for managing the billing and scheduling processes of a business or organization. This role involves overseeing the preparation and submission of invoices, ensuring that billing records are accurate and up-to-date, and working with customers and clients to address any billing inquiries or concerns. In addition, it involves coordinating appointments, meetings, and events to ensure efficient use of time and resources. Strong organizational and communication skills are essential for success in this role, as are attention to detail and the ability to work well under pressure.

Patient Service Coordinator

Optometry Technician, My Eye Doctor-Kissimmee, FL

July 2022 to April 2023

Ensure a warm and friendly welcome for each patient by greeting them with eye contact, a smile, and a positive statement. Register new and existing patients attentively, providing them with the necessary information to ensure they understand what to expect during their visit. Conduct electronic data entry to record patient medical history.

Coordinate the daily flow of patients throughout their optometry visit. Ensure patients fully understand the physician's diagnosis, instructions, and treatment. Arrange out-of-office referrals to medical physicians as necessary, and interpret and translate medical and non-medical information. Other responsibilities include taking patient medical histories, instructing patients about medications, tests, and procedures, performing vision and diagnostic tests, assisting with patient procedures, coordinating patient scheduling, performing off office management duties, providing contact lens training, thoughtfully

scheduling patient appointments with empathy for their needs and limitations, carefully conducting insurance authorizations and verifications, collecting co-pays with attention to detail, offering a fond farewell with any pertinent information about their next appointment, responding promptly and positively to requests for information from patients, providers, and coworkers, and assisting with general clinic maintenance and upkeep.

Scheduling Coordinator/ Ophthalmic Technician, Pediatric, Ophthalmic

Associates-Columbus, OH

November 2016 to March 2020

Welcoming patients, answering phones, and preparing insurance and billing information are among the key responsibilities. Recording patient medical history via electronic data entry is an important task, as is coordinating the daily flow of patients through their ophthalmic visits. Ensuring patients understand the physician's diagnosis, instructions, and treatment is essential, as is conducting out-of-office referrals to various medical physicians as needed. Interpretation and/or translation of medical and non-medical information are also important duties.

Taking patient medical histories and instructing patients about medications, tests, and procedures are among the key responsibilities, as well as performing vision and diagnostic tests, assisting with patient procedures, coordinating patient scheduling, performing off ice management duties, and providing contact lens training.

Management Analyst III

Junta de Gobierno-Rio Piedras, PR

April 2012 to May 2013

Responsible for overseeing critical tasks, including monitoring practice and attendance reports. Served as an interagency coordinator between the Governing Board and various state and municipal agencies. Planned and organized meetings with external resources to discuss laws, state and federal rules, and regulations under the

Governing Board. Conducted thorough analysis and interpretation of laws, regulations, and standards to provide insight into drafting protocols.

Customer Service Support/Administrative Assistant

Talavera Insurance-San Juan, PR

February 2011 to March 2012

Responsible for the processing and thorough review of insurance claims documentation to ensure all required documents are complete. Maintained comprehensive insurance files and managed the submission of new accounts, endorsements, and proposals. Served as a skilled Risk Analyst with the ability to accurately interpret policies.

Conducted a range of administrative duties, including report issuance, proposal preparation, claim submission,

New account management, and premium payment reconciliation.

Administrative Assistant

Stanley Comas Insurance Brokers-San Juan, PR

June 2010 to February 2011

Responsible for the processing and thorough review of insurance claims documentation to ensure all required documents are complete. Maintained comprehensive insurance files and managed the submission of new accounts, endorsements, and proposals. Served as a skilled Risk Analyst with the ability to accurately interpret policies.

Conducted a range of administrative duties, including report issuance, proposal preparation, claim submission, new account management, and premium payment reconciliation.

Education

Bachelor in Biology

Universidad del Sagrado Corazón - San Juan, PR

August 1983 to May 1987

Skills

- Ability to Multitask Centricity
- Effective Time Management Vector
- Detail Oriented Athena
- Highly Motivated Epic
- Communication Skills Aria
- Adaptability Medflow
- Ability to Work in a Team EyeMD
- Ophthalmology and Optometry MedPremier
- Allscript EHR
- Insurance Verification Modmed
- EMR system Phreesie
- Medical Records RxAdvange
- Spanish Native speaker English Highly proficient