

Ebonee Rogers

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Work Experience

Front Desk Receptionist

Austin Ear Nose & Throat Clinic - Austin, TX

October 2021 to Present

My job duties included, getting proper identification and forms filled out prior to the appointment at the time of check in, verifying insurance is active, and the current health benefits, scan in current insurance, collect deductibles or co-pays and even surgery payments. I also scanned in documents into patient's chart. As well as scheduling next appointment such as a follow up or post op.

Customer Service Representative

Baylor Scott & White Health - Austin, TX

January 2021 to August 2021

My job duties included, but we're not limited to speaking with members who carried the BSW insurance, healthcare marketplace, and Medicare. The conversations included information about their deductibles, going over cost for procedures, insurance claims, as well as submitting insurance claims and checking the status.

Patient Service Representative

Community Care - Austin, TX

June 2019 to January 2021

Job duties include but not limited to scheduling appointments for new and current patients. I also go over labs, set appointment for specialty providers and PCP, and medication request for refills.

Legal Advisor

Alorica - Austin, TX

July 2018 to June 2019

My duties include but are not limited to resolving a non lawsuit matter case by determining if the customer has a claim. I assist with distribution of emails and help my team supervisor by running daily reports for case acknowledgments.

Temp HPSO

Fresenius Health Partners - Austin, TX

March 2018 to June 2018

My duties included helping scheduled rides for patients for medical appointments, using two different platforms with multiple vendors. I also helped coordinate programs that assisted the patients with other life events.

Adviser

HSA - Austin, TX

October 2017 to December 2017

Seasonal Position

I advised current employees on their company's HSA health plan and HSA account.

Temp Provider Enrollment

TMHP - Austin, TX

June 2017 to October 2017

My duties included validating and processing applications for Medical providers to enroll in the Medicaid healthcare program.

Technical Support

TimeWarner Cable - Austin, TX

September 2015 to August 2016

My responsibilities were to provide technical support and billing information to customers. While educating customers on self help options to troubleshoot any Time Warner Cable equipment for TV, Internet and home phone service.

Enrollment Broker

Maximums - Austin, TX

September 2014 to June 2015

I provide enrollment assistance to Medicaid recipients by informing them on their choices for health and dental plans in their area, helping select a Primary Care Provider and main dentist. I also provide brief but knowledge information about medical concerns and other ways to help take full advantage of the medical plan they were choosing to enroll in.

Technical Support Specialist

The Home Depot - Austin, TX

January 2014 to August 2014

I provide technical problem-solving resolution to Home Depot associates by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus, troubleshooting email issues and company error codes. I also provided a clear communicating technical solutions in a user-friendly, professional manner.

Guest Services Supervisor

TopGolf - Austin, TX

April 2013 to January 2014

My duties included but were not limited to preparing my team for the beginning of the shift and making sure the lobby was ready for guest. I also helped guest get new memberships, reserved bays for the guest, helped log the guest into the bay and also explained how TopGolf works.

Education

Bachelor's in Business Administration

Strayer University-Virginia - Austin, TX

July 2023 to Present

High school diploma

Johnston High School - Austin, TX

2002 to May 2005

Skills

- Customer Service
- Front Desk
- Call Center
- Time Management (9 years)
- Microsoft Word (10+ years)
- Medical Office Experience (3 years)
- Word Processing (10+ years)
- Communications (10+ years)
- Medical Records
- EMR Systems
- Insurance Verification
- Medical Scheduling
- Medical Terminology
- Order Entry
- Epic-Super User (Less than 1 year)
- HIPAA
- Medical Billing
- Help Desk
- Patient Care
- Clerical Experience
- Hospital Experience
- Medical Coding
- Experience Administering Injections
- Nursing
- ICD-10
- Anatomy Knowledge
- CPT Coding
- Venipuncture
- Vital Signs

- Technical Support
- English
- Employee orientation
- Documentation review
- Office experience
- ICD coding
- Managed care
- Medical receptionist
- EHR systems
- eClinicalWorks
- Computer Operation
- CRM software
- Microsoft Access
- Data collection
- Presentation skills
- Customer relationship management
- Scripting
- Leadership
- Epic
- Medical terminology
- Medical coding
- Medical records
- ICD-10
- ICD-9
- Records management
- Typing
- Order entry
- HIPAA
- EMR systems
- Customer service
- Vital signs
- Anatomy knowledge
- Laboratory experience
- Documentation review
- ICD coding
- Cash handling
- Technical support
- Windows
- Clerical experience
- Supervising experience

- Cash register
- SharePoint
- Human resources
- Research
- Help desk
- Document management
- Front desk
- Banking
- Office management
- Pricing
- Data analysis skills
- Sales
- Direct sales
- Databases

Certifications and Licenses

AED Certification

CPR Certification

Certified Medical Assistant