



ANGELO JAMES GANABAN

Billing Specialist

About Me

Seeking a challenging career where I can apply my expertise and contribute my skills to the organization's growth and development.



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Baguio City, Philippines

Language

- English
- Filipino

Expertise

- Management Skills
- Leadership
- Customer Service
- Data Entry
- Accounts Receivables
- MS Office
- Google Workspace
- Dropbox
- Remote Desktop Connection
- Electronic Health Records (EHR)
AdvancedMD, eCW, Tebra, Availity,
Blue Cross Blue Shield, Cigna, United
Health Care and Medicare Portals.
- Payer Portals: ECHO, Zelis, Payspan
- Nextiva, GoTo Connect
- Airbnb, Notion, Salesforce, Canva,
Okta, Power BI Loom, Airbnb, Ring
Cameras,
- Shupos, Open VPN
- Photography

Experience

Southwest Cardiovascular Associates
Billing Virtual Assistant
October 2022 - October 2024

- Entering data for new patients, scheduling appointments, and identifying existing patients through the use of eCW (e-Clinical Works) and Tebra.
- Utilize Electronic Health Records (EHR) systems to maintain accurate and up-to-date patient records.
- Examining medical notes created by Medical Assistants for any adjustments in procedures, CPT codes, POS, or modifiers prior to the billing process.
- Confirming patient insurance details through various online portals.
- Claims management.
- Checking patients charts for authorization before billing.
- Generating invoices for medical procedures conducted on patients and re-submitting procedures with \$0.00 payments from insurance companies following a review of denials.

Tesseract Rentals
Property Manager
June 2023 - December 2023

- Serving as an Airbnb host for accommodations provided to guests on Airbnb.
- Vigilantly observing Ring Cameras to ensure the safety of guests and promptly dialing 911 in case of emergencies.
- Arranging and coordinating appointments for cleaning and maintenance teams to uphold the quality of cleanliness in the unit.
- Gathering the initial and final payments from guests.
- Managing inventory for household and housekeeping supplies.
- Aiding clients in finding new properties.

Certificates

- Concentrix Lean Six Sigma
- Yellow Belt Training
- Evolve Training
- GROW Coaching
- HIPAA (HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT)

Experience

Los Angeles Center for Ear, Nose, Throat / Total Testing Solutions
Healthcare Virtual Assistant
March 2022 – June 2023

- Entering data for new patients, scheduling appointments, and identifying existing patients through the use of advanceMD.
- Utilize Electronic Health Records (EHR) systems to maintain accurate and up-to-date patient records.
- Examining medical notes created by Medical Assistants for any adjustments in procedures, CPT codes, POS, or modifiers prior to the billing process.
- Confirming patient insurance details through various online portals.
- Claims management.
- Checking patients charts for authorization before billing.
- Generating invoices for medical procedures conducted on patients and re-submitting procedures with \$0.00 payments from insurance companies following a review of denials.

CONCENTRIX (Baguio City)
Advisor II, Customer Representative / SME / Sr. Quality Evaluator / Trainer II
February 22, 2016 – February 22, 2024

- Work on managing records and storage and processing orders for secure shredding.
- Handle billing inquiries, refund and complaints/escalations.
- Ensure service delivered to our customers meet contractual key performance.
- Clarify customer requirements; probe for understanding, use decision-support tools resources to resolve customer issue.
- Listen attentively to customer needs concerns: demonstrate empathy while maximizing opportunity to build rapport with customer.
- Maintain Broad knowledge of client's product and or services.
- Greet customers in a courteous, friendly and professional manner using agreed upon procedures.
- Track document and retrieve information in a call tracking database.
- Evaluating agent calls, email and chats.
- Auditing Team Leader evaluations.
- Hosting meeting/calibration to the leadership team.
- Handling training class for new hires and being a temporary team leader on operation/delivery when needed.
- Engaging in site activities.
- Product Ready Trainer for New Hires.

Experience

TELUS International (BGC Taguig) Client Care for Telecom Jun 2015 - Jan 2016 (0.6 yrs)

- Clarify customer requirements; probe for understanding, use decision-support tools resources to resolve customer issue.
- Listen attentively to customer needs concerns: demonstrate empathy while maximizing opportunity to build rapport with customer.
- Maintain Broad knowledge of clients product and or services
- Greet customers in a courteous, friendly and professional manner using agreed upon procedures.
- Managing prepaid and postpaid phone and internet plans for customers.
- Offer additional products and or services.
- Assist with billing questions.

Call2Connect Solutions (Makati City) Customer Service for Sales Mar 2013 - Jun 2015 (2.3 yrs)

- Handled Lead Generation Accounts
- Offers products and services through outbound calls.
- Responsible for tracking and delivery of products.

I hereby certify that all the given information above is true and correct.

Angelo James R. Ganaban