

# JESSICA ECKELS

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## EDUCATION

### **Washburn University-In Progress**

Expected graduation May 2017

Master of Arts Degree with an emphasis in Addiction Counseling

### **Fort Hays State University**

Graduate 2012

Bachelor of General Studies with a concentration in Human Services.

## EXPERIENCE

### **Utilization Review Clerk, Central Kansas Foundation**

July 2015-Present

Works as a liaison between both the accounting department and the clinical team to support clinical staff in resolving issues in relation to utilization review. Works with clinical staff on pre-authorizing services for patients of Central Kansas Foundation, tracking all insurance authorizations and requesting additional services when appropriate. Identifies procedural issues within the electronic health record and resolves them prior to experiencing patient failed claims.

### **Community Consultant, The Regional Prevention Center: A Program of Central Kansas Foundation, Salina, Kan.**

October 2013-July 2015

Provide training and technical assistance to communities and volunteers regarding underage drinking and substance abuse prevention by promoting and coordinating activities of agencies, groups and individuals. Responsible for preparing reports, and organizing prevention activities for RPC staff to utilize during community events. Serves as a resource person for substance abuse prevention for the community and assists with grant writing. Assists in assessing, capacity building, planning, implementing and evaluating community activities. Providing local data on substance abuse, meeting and collaborating with key stakeholders and leaders of the communities within assigned region.

### **Corporate Services Specialist, Sunflower Bank Corporate Office, Salina, Kan.**

#### **Wire Desk Specialist, December 2011-October 2013**

Was responsible for accurate and timely processing of incoming and outgoing domestic and international wires of Sunflower Bank customers. Responsible for notifying bank customers of incoming wires via telephone, fax, email, and postal mail. Prepare daily reports for ACH-payroll and zero balance customers, verify and submit point of sale and ATM disputes for bank customers, verify possible OFAC hits for fraudulent activities and other duties as assigned.

#### **Lockbox Processor, December 2010-December 2011**

Was responsible for the accurate and timely processing of checks and other debits received for credit to customer accounts via a Lockbox maintained by the bank. Also was responsible for ordering savings bonds for customers, verified wire transactions, verified and submitted point of sale and ATM disputes for bank customers, verified ACH transactions and other duties as assigned.

### **Receptionist and front office assistant, Flint Hills OB/GYN, Junction City, Kan.**

July 2010-December 2010

Provided support for the office: Maintained scheduling for two physicians and two nurse midwives. Prepared patient medical records for future appointments, answered all incoming calls for the office and directed them where appropriate.

### **Medical secretary at large animal hospital, University of Florida College of Veterinary Medicine, Gainesville, Fla. January 2007-January 2009**

Provided customer service. Registered patients for emergency visits. Scheduled patient appointments via telephone. Maintained accurate census records. Was responsible for collecting a 50 percent deposit for all inpatients. Ran daily deposit coverage reports. Assisted clients with

billing inquiries and disputes. Worked with accounting department to process monthly payment refunds and credit adjustments.

**Medical receptionist in Ophthalmology Department, Hutchinson Clinic,  
Hutchinson** March 2006-January 2007

Greeted and registered patients for eye appointments. Answered all incoming phone calls. Maintained the appointment schedules for two ophthalmologists.

**Registrar, Geary Community Hospital, Junction City** November 2004-March 2006

Registered patients for emergency room visits and outpatients services (including radiology, laboratory, cardiopulmonary and surgical appointments.) Processed paperwork for hospital admissions. Registered patients via telephone for surgical visits. Obtained patient signatures on all necessary hospital consent forms. Verified patient and guarantor demographics and updated insurance information. Collected payments and co-payments when necessary. Served as the hospital PBX operator.

**SKILLS**

Customer service, insurance pre-authorizations for behavioral health, appointment scheduling, general office procedures, medical terminology, A/R collections. Proficiency in Microsoft Office, and familiar with Photoshop and InDesign programs.