

# WIN RUSSEL D. VILLAR

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**Skills and Tools I am proficient with:** Skilled in using eClinicalWorks, Dr. Chrono, and Clinicmind (EHR) and insurance verification with the use of Availity for Anthem BlueCross, Aetna, Cigna, UHC verification using their portal, Medicare verification via Noridian, and Prior Authorization processes with the use of CoverMyMeds. Adept at navigating Wellsky as an applicant tracking system (ATS). Additional tools I have experience with is Zoom, Slack, Google Workspace (Gmail, G-Drive, G-Calendar) Microsoft Office Suit, Outlook, Freshworks, Freshchat, Freshdesk, ChatGPT, Trello, Canva, Salesforce

## WORK EXPERIENCE

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### Clinicmind

Work at Home

#### Client Support Specialist

June 2024 – Present

- **Patient Communication & Appointment Support**

Assessed Chiropractic clients via virtual calls, emails, and chats, resolving Clinicmind EHR issues related to appointments, billing, and insurance. Managed the shared inbox by handling inquiries, forwarding messages, flagging actions, and removing junk.

- **Claims & Invoicing**

Processed daily remittances and reconcile payments using Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) systems in the U.S. healthcare industry for electronic claims and payments.

- **Payment Posting**

Handled end-to-end payment posting by validating and correctly allocating payments to patient accounts within U.S. medical billing systems.

- **Administrative Compliance**

Coordinated and managed patient referrals to various healthcare providers, ensuring that all necessary documentation and information were accurately shared. I compiled and presented comprehensive end-of-plan reports, providing a clear overview of the patient's outcomes, recommendations for ongoing care, and any necessary referrals for future support.

- **Ticket/Task Support for L1 and L2**

Provided Level 1 and Level 2 technical support for clients and staffs, including troubleshooting, issue resolution, helpdesk assistance and escalation management to ensure minimal downtime and optimal customer experience. I also assisted clients through real-time chat using the Freshchat platform, providing clear guidance, troubleshooting steps, and seamless customer experience

- **EHR/EMR Navigation**

Hands-on experience with patient management systems like eClinicalWorks, Dr. Chrono, and Clinicmind, which has equipped me with strong skills in patient records, scheduling, and billing.

- **Inbound and Outbound calls**

Handled high volume inbound and outbound calls to resolve billing inquiries, process prescription refills, explain charges, and provide payment or financial assistance options.

- **Prescription Refills**

Managed high-volume inbound and outbound calls to efficiently process prescription refills, ensuring accuracy by verifying patient information, confirming medication details, and reviewing prescription histories. Coordinated closely with pharmacies and healthcare providers to resolve any discrepancies, address refill authorizations, and ensure timely fulfillment of patient medications. Provided clear communication and follow-up with patients regarding prescription status, delivery timelines, and any necessary next steps to support continuity of care.

- **Care Coordination**

Collaborated closely with internal teams, external contacts, nurses, and administrative staff to ensure a comprehensive and patient-centered approach to care. Facilitated communication between multidisciplinary teams, scheduled referrals, and followed up on treatment plans to promote continuity of care, reduce service gaps, and enhance overall patient outcomes.

- **Insurance Coordination**

Assist patients in comprehensively understanding their insurance coverage and benefits by providing clear explanations of their plans, out-of-pocket costs, and the extent of coverage for various medical services. Verify the patient's insurance coverage to confirm the scope of their benefits, ensuring that medical services provided are covered and that patients are not subject to unexpected out-of-pocket expenses.

- **Eligibility and Benefits Verification**

Verified insurance coverage and benefits for major U.S. payers such as UnitedHealthcare (UHC), Aetna, and Epic Medicare, including eligibility status, coverage limitations, co-pays, deductibles, and prior authorization requirements. I also have strong hands-on expertise in using Availity, Noridian (Medicare portal), and other payer and clearinghouse tools to perform real-time insurance verification, validate member eligibility, confirm provider participation, and identify authorization and referral requirements.

- **Prior Authorization Submission**

Processed and submitted prior authorization requests for major insurance providers, including UHC, Aetna, and Medicare (U.S.), leveraging platforms such as CoverMyMeds to streamline the approval process. Ensured the accurate and timely submission of all necessary documentation, minimizing delays and ensuring seamless coordination between healthcare providers and insurers

## **Sykes Philippines now Foundever (Expedia Account)**

**June - Dec 2021**

### Travel Coordinator

- **Customer Service Skills**  
Provide excellent customer service by addressing inquiries, resolving issues, and assisting customers with their travel plans.
- **Negotiation Skills**  
Negotiate with hotels, and other travel service providers to secure favorable terms for customers.
- **Knowledge of the Travel Industry**  
Stay informed about the latest trends, travel regulations, and destination information to provide accurate and relevant assistance to customers.
- **Vendor Relationship Management**  
Built and maintained strong relationships with key travel vendors, including hotels, car rental companies, and tour operators. Leverage these partnerships to provide customers with exclusive deals, upgrades, and added value services.
- **Budget Management**  
Assist customers in managing their accommodation budgets by providing cost-effective options for accommodations, and excursions. Offer guidance on how to maximize travel experiences while adhering to financial constraints.

## **Qualfon - Telco Account (Straight Talk)**

**Aug 2019 – Jan 2020**

### Customer Service Representative

- **Technical Knowledge**  
Understand the technical aspects of mobile phones, plans, and services to assist customers with troubleshooting, activations, and technical support.
- **Data Security Awareness**  
Be mindful of data security and privacy regulations, ensuring that customer information is handled securely and in compliance with company policies.
- **Sales and Retention Techniques**  
Employ strategies to retain existing customers and potentially win back those considering leaving the service.

## **EDUCATION**

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### **La Consolacion College**

Bachelor of Secondary Education Major in Social Studies

Cebu Philippines 6002