

# Destiny Dickey

San Antonio, TX 78253

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Office Manager**

Mysa Dental-San Antonio, TX

September 2023 to Present

Eod reports. Treatment planning. Subit and Care credit applications. Pre-authorizations for all insurances. Ortho contracting. Account for all payments. Checking patients in and out. Managing staff of 6. Verify all insurances. Auditing accounts. Aging reports. Office supply and back office ordering. Creating staff schedules. Collect any and all balances. Managing office flow. Schedule ortho consults. Support all ortho contracts and handle financing.

### **Office Manager**

Geo Dental & Rio Dental-San Antonio, TX

November 2019 to August 2023

Verify all insurances, create treatment and payment plans. Process claims. Enter checks and eobs. End of day reports. Aging reports. Handle care credit applications. Create pre authorizations, including V.A patients. Flip rooms, sterile instruments and discharge patients. Take vitals. Credential doctors. Insurance Contracting. Handle all supply ordering. Payroll. Scheduling patients. Input payments. Handle all appeals. Handle past due accounts. Experience with Dentrix and Curve hero. Handle invisalign scheduling and cases.

### **Office Manager**

Mr dentist

March 2016 to November 2019

Eod reports. Treatment planning. Sunbit and Care credit applications. Pre-authorizations for all insurances. Ortho contracting. Account for all payments. Checking patients in and out. Managing staff of 6. Verify all insurances. Auditing accounts. Aging reports. Office supply and back office ordering. Creating staff schedules. Collect any and all balances. Managing office flow. Schedule ortho consults. Support all ortho contracts and handle financing.

### **Insurance Coordinator**

Alegre Dental-San Antonio, TX

October 2013 to October 2014

Check in and check out patients. Confirmation calls. Verify medicaid and private insurances. Create pre auths for ortho patients . Create and send claims. Fa cash, chip and insurance patients. Check scans, clean waiting rooms. Maintain inventory and restock office supplies. Create and enter payment plans. Print and scan documents. Create and send out pre authorizations for any work needed including VA patients. Medical clearances. Call or fax to make provider changes. Present treatment and financials. Collect and enter payments.

Accomplishments

Skills Used

Answering Phones

Bilingual-Beginner  
Billing  
Care Credit  
Chair Side Assistance  
Collections/Accounts Receivable  
Communication Skills  
CPR Certified  
Customer Service  
Data Entry  
Dental Charting  
Dentrix  
Digital Radiography/X-Rays  
File Maintenance  
Fluoride Treatment  
Insurance Billing  
Insurance Verification  
Marketing  
Microsoft Office  
Ordering Supplies  
Patient Education  
Patient Recall  
Patient Records  
Receptionist  
Sales  
Scheduling  
Sterilization  
Treatment Planning  
Typing

### **Cashier/Sales Associate**

Melrose Family Fashion-San Antonio, TX  
March 2010 to February 2013

#### Responsibilities

Cash deposits. Check out customers. Handle layaways. Cleaning duties. Hang all new merchandise. Arrange floor plans including racks and tables of clothes. Decorating manicans and walls. Greet customers in and out of the store. Attend customers to help assist finding an outfit.

### **Medical Assistant**

Angeles multi specialty clinic.-San Antonio, TX  
April 2012 to June 2012

#### Responsibilities

(Extern site)

Triage patients included taking their height and weight along with blood pressure and medications. Entering patients in the system updating all information. Drawing blood. Prepare all injections and depo shots. Clean waiting rooms. Draw blood along with printing and scanning lab reports.

#### Skills Used

Customer service. Drawing blood. Taking blood pressure and providing injections.

## Education

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### **Bachelor's degree in Human Resource Management**

San Antonio College

January 2024 to Present

### **Trade school in Medical Assisting**

Kaplan College - San Antonio, TX

September 2011 to June 2012

## Skills

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- Office management
- Receptionist
- Vital signs
- Customer service
- Medical Billing
- Documentation review
- Cash Handling
- Cash handling
- Billing
- Microsoft Word
- Dental Receptionist
- Chairside Assisting
- Outbound calling
- Payroll
- Supervising experience
- Office Management
- Dentrix
- Front Desk
- Phlebotomy
- Windows
- Medical records
- Customer Service
- Insurance Verification
- Cash register
- Sales
- Freight
- Accounts receivable
- Typing
- Scheduling

- Marketing
- Microsoft Office
- Leadership
- Front Office

## Certifications and Licenses

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**Certified Clinical Medical Assistant (CCMA)**

**Certified Medical Assistant**