

Vanessa Diana Silva

Saint Hedwig, TX 78152

diana_silva25h@hotmail.com

+1 210 836 6468

Professional Summary

My name is Diana Silva, I consider myself to be a hardworking multitasker who is a quick learner, bilingual, and passionate about business success. Im looking to find my dental home and always excited to learn more to further my experience !

Authorized to work in the US for any employer

Work Experience

Billing Specialist

I & m dental

September 2025 to Present

- Billing specialist for 3 offices
- Review accounts for open claims
- call aging 90 days
- Appeals
- spreadsheet data for statement 30-60-90 days
- sent statements for patients
- notate accounts reason of patient has a balance
- make adjustments if necessary for accounts

Revenue Cycle Manager

The Smilist Dental

March 2025 to September 2025

- Revenue cycle manager position
- Bill claims for 12 offices daily
- Attach any necessary documents, Xray's, narratives
- Resubmit claim with additional information if necessary
- Follow up with denials
- Spreadsheet date to fill for office with request if information missing
- resubmit claims online if need it
- Run reports weekly for Claims unbatched,
- batch claims
- Enter missing data for claim submission
- Review eligibility

Lead insurance coordinator

New Heights Dental & Braces-San Antonio, TX

March 2020 to February 2025

Lead insurance coordinator
Insurance verification
breakdowns
Posting insurance payments
Collect payments
Review EOB
Accounts receivable
Follow up collections accounts
Send claims with narratives and X-rays
Follow up with unpaid claims
Match deposits with electronic payments
Handling Credentialing and re-credential forms
Entering fee schedule
End of day reports on collection and production
End of day report per Doctor forms
Aging reports
Appeals
Check in patients
Verify medical history
check out patients
Entering treatment plan
Present treatment plan
Collecting patients portion
Inform patients with no insurance our in house plans
Answering phones
Responding to everyday email task
Billing / past due
Insurance verification
Phone customer service
Schedule patients

Front Desk Receptionist

Celebrate Dental & Braces-San Antonio, TX
January 2019 to February 2020

- Greeting patients
- Register new patients
- Help patients with register form and identifications copy s
- Collect new patients signatures HIPPA-Office visit consents
- Collect any office visit exam / treatment payment / deductibles
- Answering incoming calls
- Fill in cancellations and no-shows
- Schedule following appointments
- Verify insurances Medicaid -PPO
- Explain EOB to patients with billing concerns
- Inform patient with existing balance
- Arrange patient charts for next day appointments

- Inform patients of financial treatment plan options
- Post automatic payments
- Explain patients type of treatment need it
- Sent claims
- Enroll patience with no insurance to a membership discount offer at office
- Sent pre authorizations
- Label X-rays
- Follow up with referrals of patients
- Daily goal
- Fill out end of day report of earnings (am-pm shift)
- Fill out bonus report earn per day

Alorica customer service representative

Alorica-Universal City, TX

August 2018 to January 2019

- Answering phone calls
- Helping customer with billing questions
- Explain system to customers
- Take payments
- Refund payment
- Send report of customer complains
- Make ticket to send technician to customers address
- Troubleshooting tv- cable boxes- tivo - data
- Continuously met service quality and performance scores.

Head Leader

Party City Corporation-San Antonio, TX

September 2016 to August 2018

- Welcome customers
- Maintain clean area at front
- Trained new team members in cash register , stock and customer service.
- Help customers find specific items
- Walk aisles to control clean safe store
- Customer service
- Help customers take balloons to car
- Troubleshoot and resolve issues with cash registers cards and printers
- Count end of day cashier registers
- Check end of day report of sales
- Inventory control
- Unboxed new items to store

Education

Tourism (High school or equivalent)

Universidad Icel-Mexico, ME

August 2013 to August 2015

Skills

- Bilingual
- Medicaid
- Microsoft Office
- Medical claim corrections
- Customer Service Skills
- Cash handling
- Medical denial root cause analysis (RCA)
- Appointment scheduling
- Debits & credits
- Scheduling
- Commercial cleaning
- Multi-line Phone Systems
- Sanitation
- Microsoft Outlook
- Dentrix
- Communication skills
- Medical claim status updates
- Medical explanation of benefits reviews
- Workers' compensation
- Medical billing inquiries
- Call Center
- Medical billing - Medical billing experience (6-10 years)
- Microsoft Excel
- Medical claim appeals
- Analysis skills
- Medical billing and coding coordination with healthcare providers
- Time management
- Open dental
- Cleaning
- Spanish
- Medical denial trend identification
- Dental receptionist
- Food service (2 years)
- Dental terminology
- Patient interaction
- General ledger accounting
- Front desk
- Serving (2 years)

- Customer Service (2 years)
- Typing
- Dental Receptionist (1 year)
- Medical billing and coding communication with insurance companies
- Revenue cycle management
- Payroll management
- Office experience
- Data Entry
- Presentation skills
- Medical billing discrepancy resolution
- Billing
- Organizational skills
- Dental office experience
- Office Management
- Medical coding - Medical coding experience (Less than 1 year)
- Customer service (5 years)
- Dental insurance
- HIPAA compliance
- Medical payment processing
- HIPAA
- CPT coding
- Microsoft Word
- Insurance third-party billing
- Insurance prior authorization
- Restaurant experience (2 years)
- Insurance verification

Certifications and Licenses

HIPAA

January 2019

Driver's License

Additional Information

References

- Veronica Ruiz 210-683-6278

Celebrate dental and braces HR Manager

- Amy Cox 740-704-2503

Party city -GM

- Fabiola Menn 210-965-0531

Party city -Manager