



LISA WHITMER

Insurance Coordinator

PROFILE

Experienced and dependable dental insurance professional with over 20 years of experience verifying benefits, processing claims, managing patient accounts, and providing exceptional front office support in fast-paced dental practices. Known for accuracy, efficiency, and strong patient communication.

CONTACT

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San Anotnio, Texas 78250

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SKILLS

Dental Insurance Verification & Claims
Patient Account Management
Eaglesoft, Dentrix, Open Dental
Explanation of Benefits (EOB) Review
Front Office Administration
Customer Service & Communication
HIPAA Compliance

EDUCATION

Joliet Junior College
1986 - 1988

Bolingbrook High School
1982 - 1986

WORK EXPERIENCE

Dr. Oscar Martinez Insurance Coordinator
2023–2025

Manage all insurance verifications and claims submissions for a high-volume dental practice.

Communicate with insurance companies to resolve claim discrepancies and ensure timely reimbursements.

Assist patients in understanding their benefits and financial responsibilities.

Dr. Stephen Wood Insurance Coordinator
2017–2023

Verified patient insurance coverage and processed pre-authorizations and claims.

Handled billing inquiries, coordinated treatment plans, and ensured HIPAA compliance.

Provided compassionate patient service while efficiently managing front desk operations.

Dr. John Cover Insurance Coordinator
2011–2016

Responsible for insurance billing, collections, and patient account management. Responsible for insurance billing, collections, and patient account management.

Developed office protocols for insurance tracking and claim follow-up.

Trained new staff in dental software and insurance procedures.

Gentle Family Dentistry Insurance Coordinator
2007–2011

Processed insurance claims and payments in a multi-provider office. Supported patient check-ins, scheduling, and insurance eligibility verification.

Maintained detailed and accurate patient and insurance records.