

# **Isabel Dunnahoo, R.D.A.**

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## **SUMMARY OF QUALIFICATIONS**

Meticulous dental professional, with a sincere work ethic. Has excellent interpersonal, team working and independent skills, both written and oral. Highly adaptable, able to multi-task, and thrive in fast paced, diverse work environments. Highly organized, punctual, with outstanding integrity. Committed to providing outstanding dental care, and superior customer services. Additionally, I do speak Spanish, which allows me to effectively communicate with a diverse patient base.

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## **SKILLS / CORE COMPETENCIES**

- MS Office Proficient
  - 10 Key Skilled
  - CPR/First Aid Certified
  - Easy Dental/Softdent/ACE
  - NEA Attachments
  - Invisalign
  - Professional phone etiquette
  - HAZMAT Safety
  - QuickBooks Skilled
  - Patient Scheduling
  - Dental Implants Experience
  - NHIC/ TDH
  - Dental Impressions
  - Hep. B/TB & TD Shots
  - Blood Borne Pathogens
  - Typing Speed 35+ WPM
  - **Payroll Experienced**
  - Windent/Dentrix/Open Dental
  - Radiology Certified
  - Insurance/ Patient Billing
  - Purchasing Programs
  - OSHA/ HIPPA
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## **PROFESSIONAL EXPERIENCE**

### **Baptist M&S Imaging**

Working on Imagine, Transaction Express & Imagine pay to take patient payments over the phone, working on the outstanding claims with all insurances, call insurances to see what is needed to get the claim paid as needed, take calls from insurances and patients on outstanding accounts, Handled high-volume inbound and outbound calls with professionalism, review with insurances and patients the account details, ensuring timely sorting, facilitating responses and follow ups, reviewing requester concerns for escalation, correcting modifier or diagnose on claims when needed per dr reports, providing drug invoices as needed w/medical records and authorization info, verify HIPAA as needed on RIS, auditing accounts for any credits, any balances, checking to see if the contracted rate is correct, billing for radiology and diagnostic imaging services, ensuring accuracy and compliance with payer requirements (Medicare, Medicaid, commercial) including HMO's, mailing out statements as needed. Processed claims submissions, denials, and appeals, significantly reducing aging AR. Coordinated patient billing inquiries, payment plans, and collections, improving recovery rates and patient satisfaction. Verified insurance coverage and pre-authorizations, minimizing claim rejections and delays. Ensuring compliance with federal, state, and payer-specific billing regulations, Utilized RIS software for patient account management and reporting. Ensure all patient information is kept confidential and secure in accordance with HIPAA regulations. Processing payments, adjustments, denials, and transfers from EOB's electronic files, and or patients in accordance with departmental procedures, standards and operational needs. Post zero-dollar responses from EOB's and electronic files in accordance, troubleshoot accounts form billing and reimbursements errors, verify and correct insurance information, emails/info daily, resolve, balancing/recoup issues, taking patient calls on a rotating basis and as volume requires, cross-trained to support other departmental needs, as directed or assigned. Perform other duties as required.

### **Billing/Collector AR**

**March 2025- PRESENT**

### **Self Employed**

**Insurance Aging/Insurance Claims/Patient Aging  
Dr Gabreal Shamtoub/LA Endodontics**

**July2022-Present**

I work from home with Wisdom Billing, Endodontists in California (LA Endodontics- Tarzana). Training over the phone new staff, dispute Insurance claims with insurance and provide any information needed to get claims processed. Help Doctor understand Insurance, pull EOB's. Help Doc run his office with his staff and encourage a healthy environment & encourage asking for reviews. Have Dr conferences as needed. Correct/update claims as needed on DentalXchange.

**Self Employed  
July 2022-Nov 2023**

**Insurance Aging/Insurance Claims/Patient Aging  
Puget Sound**

I look over 2 offices of Insurance Aging, two Periodontist offices from Washington (Puget Sound Periodontics West Seattle & Eastlake location) Dispute Insurance claims with insurance and provide any information needed to get claims processed.

**San Antonio Dental Center, San Antonio, TX      Accounts Manager/Treatment Coordinator/Bookkeeper      8/2021- May 2022**

Greet patients, Balance his bank account with dental system, Pull all EOB's from website's for deposits and post in accounts, check in/out pt, Insurance Verifications, update accounts with all forms, update forms needed in office, evaluate accounts notes & Oral pic & xrays, eval sch (NV is correct in system/sch), narratives for claims, pre auths (including Medicaid & VA), schedule pt's with Pre Auth's allowed, claims- ECS w/xrays & narratives, paper claims when needed, dispute/correct insurance claims, phone/mail collections, answer phones, scanning documents, daily balances, scheduling, accounts receivable & adjustments, statements, , helping the office become more of a paperless office, updating fee schedules, negotiating fee schedules with insurance companies, close monthly, pre collections, reports; insurance aging, accounts aging, monthly collections & adjustments, daily credit card merchant report, check deposits with computer, met monthly goals, emails, training (front & back staff), includes: Insurance, accounts (AP&AR), scheduling, presenting treatment plans, including: downgrades, waiting periods, MTC, replacement clause, making sure Dr's schedule was full at all times, clinical notes, medical updates in system, daily balancing, and perform any other related services.

**Castle Hills Family Dental, Castle Hills, TX      Front Office/Trainer/Accounts Manager/Treatment Coordinator  
w/Dr. Raphael Mercado      4/2019-8/2021**

Check patients in and out, Covid evals, insurance verification, update accounts, claims-ECS w/narratives and attachments, paper claims when needed, dispute/correct insurance claims, X-rays when needed, assisted when needed, collections, phone collections, answer phones, scanning documents, daily balances, scheduling, accounts receivable & adjustments, statements, Handled high-volume inbound and outbound calls with professionalism, ortho contracts, helping the office become more of a paperless office, updating fee schedules, negotiating fee schedules with insurance companies, close monthly, pre-treatment estimates, pre collections, reports; insurance aging, accounts aging, monthly collections & adjustments, daily credit card merchant report, check deposits with computer, met monthly goals, emails, training, includes: Insurance, accounts (AP&AR), scheduling, presenting treatment plans, including: downgrades, waiting periods, MTC, replacement clause, making sure Dr's schedule was full at all times, clinical notes, medical updates in system, daily balancing, and perform any other related services.

**Mike Majors DDS, San Antonio, TX      Practice Manager/Insurance Coordinator/treatment coordinator  
(SOLD PRACTICE) w/Dr. Monica Nguyen & others      10/2017-4/2019**

Looked over 5 front office, 3 Hygienist's, 4 Doctor's, 3 DA's, reported monthly numbers, insurance verification, update pt's accounts, handled any pt's disputes, account management, treatment presentations and scheduling, OSHA compliant the office Interviewing for all positions in the practice including Dr's (Associates), updating fees, scheduling luncheons, staff meetings, training staff, collecting all employee info for employment, HIPAA course set ups, ECS Claims w/narratives and attachments, phone collections, accounts clean up, collections, Handled high-volume inbound and outbound calls with professionalism, emails, ortho contracts, scanning documents, Accounts (AP&AR), scheduling, clean instruments and set up op's when needed to help keep flow, Xray's, impressions when needed, customer service, make all patient's feel welcomed, negotiating fee's with Insurance, close monthly, sent out monthly statements, and perform any other related services needed.

**Temporary Job, San Antonio, TX      Front Office/ Trainer/ Insurance Coordinator/Team leader      4/2017-10/2017**

Check patients in and out, take Xray's, insurance verification, update accounts, claims-ECS & paper, dispute/correct insurance claims, collections, answer phones, scanning documents, daily balances, scheduling, accounts receivable & adjustments, statements, ortho, updating fee schedules, negotiating fee schedules, close monthly, pre-treatment estimates, pre collections, interviewing, reports; insurance aging, accounts aging, monthly collections & adjustments, daily credit card merchant report, check deposits with computer, training, includes: Insurance, accounts (AP&AR), scheduling, treatment plans, including: downgrades, waiting periods, MTC, replacement clause, checking patients in, clinical notes, medical updates in system, daily balancing, and perform any other related services.

**Heritage Dental Pat Booker, San Antonio, TX      Practice Manager/Treatment & Insurance Coordinator  
(some lapse in between)      Dr Brad Dutton      8/2016 – 3/2017**

Check patients in & out, insurance verification, update accounts, claims-ECS & paper, collections, training new staff, answer phones, treatment planning including: downgrades, Waiting periods, MTC, Replacement clause, scanning documents, daily balances, scheduling, accounts receivable, statements, ortho contracts, billing/statements, updating fee schedules, negotiating fee schedules, close monthly, pre-treatment/autorotation's estimates, Interviewing, assisting in back office when needed, payroll and perform any other related services.

**Stone Oak Family Dentistry, San Antonio, TX      Accounts Manager/Treatment & Insurance Coordinator  
Dr Nisstar (sold practice)      8/2015- 7/2016**

NEA & Renaissance claims attachment programs, check patients in & out, dispute Insurance claims, claims, collections, answer phones, scanning documents, verified insurance, update accounts, daily balances, keep patient flow steady, coordinate email, Scheduling, payments over the phone,

billing, assisting in back office when needed, ortho contracts, mailing, Handled high-volume inbound and outbound calls with professionalism, cleaning, training, updating fee schedule, negotiating fee schedules with Insurance companies, Close Monthly, Pre-treatment estimates, Coordinate with other dental offices on scheduling, and all other related services as assigned or requested.

**Cosmetic Family Dentistry, San Antonio, TX      Office-Receptionist/Scheduler/Treatment Coordinator      6/2014- 7/2015**

ToPS training, Billing, send out NEA with claims, Electronic Claims, Keep patient flow steady, Coordinate emails, Coordinate all staffing needs, Firer staff, Interviewing, training, Answer phones, Greeting/checking pts in/out, Copy insurances information w/DL, Notify back staff that patients were here and what we need to do, Scheduling, Balance daily, Treatment planning and Educate patient on treatment and Finances, Payment arrangements, Help in the back as needed, Develop x-rays, Clean & Set up ops, Assist, Verify insurances, Assist with Ortho contracts, Print out daily sheets w/bank statements, Confirm appointments, File, Copy, Duplicating x-rays, Return calls on answering machine, Call labs, Pull charts, Charting, Answer any question patients may have doing w/acct., Give OH instructions, Handled high-volume inbound and outbound calls with professionalism, Mailing, Clean, Input all information in computers, Update fee schedules, Close monthly, Pre-treatment estimates to insurances, coordinate with other doctors on scheduling, Ortho, educate patients on the treatment needed, and perform other related duties as assigned or requested.

**Excellent Periodontist, San Antonio, TX      Office Manager      10/2013 - 5/2014**

Looking over 18 staff members, Payroll, Answering Phones, Interviews, Coordinate emails, send out x-rays & import x-rays, Fire staff, write ups, Greeting/checking pts in/out, Copy insurances information w/DL, Scheduling, Balance daily, Treatment planning and Educate patient on treatment and Finances, Payment arrangements, Handled high-volume inbound and outbound calls with professionalism, Take x-rays, perio charting, Confirm appointments, coping, training, check in lab cases, order office supplies, accounts receivable & payable, verify insurances, QuickBooks, Deposits, Coordinate with other Doctors on scheduling, take care of the mail, Notary, Letters, Forms, Paylocity program, payroll and perform other related duties as assigned or requested.

**Cosmetic Family Dentistry, San Antonio, TX      Office Manager/Treatment Coordinator/Assistant/Orthodontics      10/2007 – 10/2013**  
**Dr Gilda Casa's**

Looking over 5 staff members, Payroll, Billing, Correcting time cards, Report any building problems to the property management office, Keep patient flow steady, Coordinate emails, Coordinate all staffing needs, Dismiss patients, Firer staff, training, Answer phones, Greeting/checking pts in/out, Copy insurances information w/DL, Notify back staff that pt is here and what we need to do, Scheduling, Balance daily, Treatment planning and Educate patient on treatment and Finances, Handled high-volume inbound and outbound calls with professionalism, Payment arrangements, Take x-rays, pano, cephx, FMX, Help in the back as needed, Develop x-rays, Clean & Set up ops, Assist, Verify insurances, Assist with Ortho contracts, Print out daily sheets w/bank statements, Back up, Confirm appointments, File, Copy, Duplicating x-rays, Return calls on answering machine, Call labs, Pull charts, Charting, Order supplies, shop for the office for office supplies. Impressions, answer any question pts may have doing w/acct., Give OH instructions, Mailing, Clean, input all information in computers, Update fee schedules, Close monthly, Pre-treatment estimates to insurances, coordinate with other doctors on scheduling, Ortho, educate patients on the treatment needed, and perform other related duties as assigned or requested.

**Highland Family Dentistry, San Antonio, TX      Office Manager/Receptionist/Scheduler/Treatment Coordinator      6/2006 – 10/2007**

Looking over 6 staff members, Payroll, Billing, Correcting time cards, Report to General Manager, Invisalign training, HIPAA Certificate of Accomplishment, Report any building problems to the property management office, Coordinate staff meetings, Keep patient flow steady, Coordinate emails from main office to our staff, Coordinate all staffing needs, Fire patients, Answer phones, Greeting/checking pts in/out, Copy insurances information w/DL, Notify back staff that patient is here and what we need to do, Scheduling, Balance daily, Treatment planning and Educate patient on treatment and Finances, Payment arrangements, Take x-rays, Help in the back as needed, Develop x-rays, Clean & Set up ops, Assist, Verify insurances, Assist with Invisalign contracts, Print out daily sheets w/bank statements, Back up, Confirm appointments, File, Copy, Duplicating x-rays, Return calls on answering machine, Call labs, Pull charts, Charting, Order supplies, Impressions, Answer any question pts may have doing w/acct., Give OH instructions, Mailing, Clean, Input all information in computers, Update fee schedules, training, Close monthly, payroll, Pre-treatment estimates to insurances, and perform other related duties as assigned or requested.

**Family Dental, San Antonio, TX      Office Manager/Treatment Coordinator/Scheduling      4/2002 – 6/2006**  
**Dr Hector Garza**

Answered phones, Greeted/check in pts, Gave pts forms to fill out, Copied insurances information w/DL, Notified back office staff that pt is here and what we need to do, Scheduled, Checked pts out, Balanced daily, Placed treatment sheets in computer system and present to patient, Payment arrangements, Took x-rays (including cephalometric), Helped in the back as needed, Developed x-rays, Cleaned & Set up ops, Assisted with patients, Verified insurances, Printed out daily sheets w/bank statements, Backed up, Confirmed appointments, Filed, Copied, Returned calls on call notes, Called labs, Pulled charts, Charted, Order supplies, Impressed with Alginate, Answered any question pts may have doing w/accts., Gave OH instructions, Mailed statements, Cleaned, Fix computers when down, Installed programs, Input all information in computers, Updated fee schedules, Translated (Spanish) at Doctor's requests, Closed monthly, Typed letters, Announcements, training, Pre-treatment estimates to insurances, and Performed other related duties as assigned or requested.

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