

## **ELYDIA “MONICA” ZAVALA**

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### **Professional Summary**

Healthcare and insurance support professional with 30+ years of combined dental assisting, medical front office, payer-side support, and high-volume call center experience. Extensive background in insurance verification, prior authorizations, referrals, eligibility checks, claims research, denials, and appeals across commercial, Medicare, Medicaid, and managed care plans. Skilled in determining patient financial responsibility, including copays, deductibles, coinsurance, and out-of-pocket estimates. Proficient in EMR/EHR systems, payer portals, PBM platforms, and multi-system navigation. Known for independently resolving complex insurance scenarios, supporting fast-paced clinical environments, and delivering accurate, compliant, patient-centered communication. Remote-ready with strong technological proficiency and a proven record of reliability, productivity, and workflow accuracy.

### **Core Skills**

Four-Handed Dentistry; Chairside Assisting; Radiology (Digital & Traditional) Impressions (Traditional & Digital); Models; Bleach Trays Sterilization; Infection Control; Operatory Setup Treatment Planning; Post-Op Instructions Insurance Verification; Prior Authorizations; Referrals; Denials & Appeals Hubble (PBM Verification & Prior Authorizations) Medical & Dental Terminology Scheduling; Patient Intake; EMR/EHR Dentrix; EagleSoft; Open Dental; SoftDent; Easy Dental; Dexis; ABS Microsoft Office; Outlook; Excel Five9 (Remote call handling, timekeeping, productivity tracking) HIPAA Compliance; Communication; Multitasking; Patient Support

### **Insurance & Authorization Expertise**

- Verified commercial, Medicare, Medicaid, and managed care benefits across medical, dental, and PBM environments.
- Completed prior authorizations and referrals for medical and pharmacy services.
- Navigated payer portals, PBMs, and insurance carrier systems to confirm eligibility and coverage.
- Determined patient financial responsibility including copays, deductibles, coinsurance, and out-of-pocket estimates.
- Resolved complex insurance issues including denials, appeals, and benefit discrepancies.
- Supported high-volume, fast-paced environments including multi-clinic medical groups and national DSO call centers.
- Remote-ready with experience in virtual call handling, digital workflows, and multi-system navigation.

## **PROFESSIONAL EXPERIENCE**

### **Rem X / McKesson – Cover My Meds – Payer Specialist (Remote)**

Dec 2024 – Apr 2025 (Contract)

- Verified insurance coverage and pharmacy benefits across multiple payer portals and PBMs.
- Completed prior authorizations, authorization lookups, and benefit reviews.
- Conducted claims research to identify root causes of denials and missing documentation.
- Reviewed clinical notes and vendor systems to confirm medical necessity.

- Processed expedited appeals in accordance with CMS and NCQA standards.
- Prepared appeal packets and determination letters.
- Maintained HIPAA compliance and met quality and productivity metrics.
- Collaborated with pharmacies, providers, and patients to resolve coverage issues.

### **Gentiva Girling Home Care – Home Health Aide**

Oct 2022 – Present

- Provide compassionate in-home care, assisting with personal needs, hygiene, and daily living activities.
- Support medication reminders, nutrition, and safety monitoring.
- Offer emotional support and companionship.
- Assist with transportation needs and appointment preparation.

### **Health Texas Medical Group – Medical Receptionist III**

Sept 2021 – Nov 2024

- Verified insurance eligibility and benefits up to 2 weeks in advance.
- Supported referrals, prior authorizations, and pre-visit preparations.
- Checked patients in/out, collected payments, and updated demographics.
- Maintained accurate EMR documentation and balanced daily reports.
- Assisted elderly and mobility-limited patients with transportation coordination.
- Provided multi-clinic phone support while maintaining HIPAA compliance.

### **BnR Dental Laboratory – Shipping/Receiving & Customer Service**

Nov 2023 – Nov 2024

- Managed incoming and outgoing dental cases with accuracy.
- Disinfected cases and maintained safety protocols.
- Reviewed prescriptions, assigned case plans, and entered data into ABS.
- Coordinated shipments and communicated case status to dental offices.

### **Brandi Lindsey, DDS – Front Office Assistant / Dental Assistant**

Jul 2020 – Sept 2021

- Performed expanded dental assisting duties and supported clinical workflows.
- Took impressions, prepared X-rays, and documented medical histories.
- Managed front office duties including check-in/out and demographic verification.
- Collected payments and explained financial responsibilities.
- Verified insurance benefits and assisted with claims.
- Scheduled appointments and maintained patient flow.

### **Dr. Holly Lane – Lead Dental Assistant**

Aug 2015 – May 2020

- Managed back-office operations and supported clinical efficiency.
- Oversaw another dental assistant and delegated tasks.
- Assisted hygienists with charting, X-rays, and patient preparation.

- Verified insurance, posted payments, and resubmitted denied claims.
- Maintain inventory and operatory readiness.
- Explain treatment plans and insurance coverage.

### **Breakaway Practice – DSO Call Center**

Jan 2013 – Aug 2015

- Managed high-volume inbound and outbound calls daily for dental practices across the United States, supporting multiple offices with varying schedules and patient needs.
- Collected and verified patient demographics, insurance information, and eligibility details to ensure accurate scheduling and financial expectations.
- Scheduled appointments for treatment, cleanings, new patient visits, emergency visits, and follow-up care, ensuring proper time allocation for providers and hygienists.
- Coordinated with dental offices to confirm provider availability, update schedules in real time, and prevent double-booking or scheduling conflicts.
- Contacted patients to confirm appointments, reschedule as needed, and provide preparation instructions, improving show-up rates and reducing cancellations.
- Assisted patients with insurance questions, EOB clarification, coverage expectations, and basic benefit explanations.
- Documented all patient interactions, insurance details, and scheduling notes in practice management systems while maintaining 100% HIPAA compliance.
- Supported offices by identifying urgent scheduling needs, filling last-minute openings, and ensuring smooth patient flow across multiple locations.
- Demonstrated strong communication, multitasking, and problem-solving skills in a fast-paced, metrics-driven call center environment.

### **Dr. Diane Trinidad & Associates – Lead Chairside Assistant**

2012 – Aug 2015

- Supported a multi-doctor practice with full chairside duties.
- Maintained sterilization, operatory readiness, and infection control.
- Prepared patients and assisted with procedures.

### **Dr. Cyril Joseph – Chairside Dental Assistant**

2009 – 2012

- Assisted with restorative and preventive procedures.
- Maintained inventory and sterilization.
- Fabricated bleach trays and poured models.
- Provided postoperative instructions.

### **Kevin J. Oliver – Dental Assistant**

2006 – 2009

- Supported general dentistry with full chairside duties.
- Exposed and developed radiographs.
- Troubleshoot equipment and ensured operatory readiness.

### **Additional Dental Experience (1987–2005)**

- Performed expanded dental assisting duties across multiple practices.
- Radiology, impressions, sterilization, treatment preparation, and patient education.

### **Education**

St. Philip's College — 2001–2008 San Antonio College — 2008–2010 San Antonio College of Medical & Dental Assistants — 1987 Theodore Roosevelt High School — Graduated 1986

### **Certifications**

Dental Assistant Certificate (1987) Texas Registered Dental Assistant — Previously active; in process of renewal  
Radiology Certification (1993) CPR Certified Actively updating Dental Assisting Certification and RDA License