JULIAN MERCER

MEDICAL ADMINISTRATIVE ASSISTANT

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PROFESSIONAL SUMMARY

Certified Medical Administrative Assistant with 6+ years supporting clinics and a hospital specialty department. Manages scheduling, referrals, prior authorizations, and records requests accurately in Epic. Keeps providers' days running on time and patients informed.

PROFESSIONAL EXPERIENCE

Medical Administrative Assistant, Cardiology Mar 2023 - Present
Banner Health, Phoenix, AZ

- Schedule 40 to 50 patient appointments a day for four cardiologists, balancing new consults, echo, and stress test slots.
- Cut referral processing time from 5 days to 2 by building a daily tracker of outstanding insurance authorizations.
- Submit and follow up on prior authorizations for imaging and procedures, with an approval rate above 90% on first submission.
- Reduced no-shows by about a fifth through reminder calls and a short instruction sheet about test preparation.
- Maintain accurate charts by scanning outside records and consent forms within one business day.
- Cover the front desk and phones during peak hours, keeping average hold time under 90 seconds.
- Prepare charts the evening before clinic, confirming imaging reports and labs are in the record for each cardiology visit.

Medical Administrative Assistant Jun 2021 - Feb 2023
HonorHealth, Scottsdale, AZ

- Managed check-in, copays, and insurance verification for a primary care office seeing 80 patients a day.
- Handled release-of-information requests under HIPAA, completing 30+ a week within the 5-day target.
- Coordinated lab and imaging orders with outside facilities and called patients with appointment details.
- Trained two part-time staff on the EHR scheduling grid and insurance eligibility tools.
- Posted daily charges and reconciled the encounter list with the biller, closing out the day with no open visits.
- Scheduled 12 to 15 telehealth visits a week and helped older patients test their video connection before the call.

Receptionist Jan 2020 - May 2021
Mountain Park Health Center, Phoenix, AZ

- Greeted patients, answered a multi-line phone system, and booked sliding-scale visits for uninsured families.
- Supported Spanish-speaking patients with forms and scheduling in a bilingual front office.
- Filed and tracked insurance paperwork for a team of three providers with few lost documents.
- Assisted patients with Medicaid renewals and sliding-scale applications, completing 20+ forms a month.
- Used the clinic's telephone interpreter line for 10+ calls a week to schedule visits for patients with limited English.

CORE SKILLS

Appointment scheduling | Prior authorization | Insurance verification | Referral management | Epic | Medical terminology | HIPAA compliance | Records requests | Multi-line phones | Patient check-in | Basic ICD-10 and CPT familiarity | Spanish bilingual | Microsoft Office | Billing support

EDUCATION

Associate of General Studies, Mesa Community College, Mesa, AZ

CERTIFICATIONS

Certified Medical Administrative Assistant (CMAA), NHA | BLS for Healthcare Providers, American Heart Association