

# Robyn Voigt

I am a positive, patient and compassionate professional with a strong commitment in providing high quality service. Known for providing excellent communication, creating a positive experience for patients and working well as a team. Someone who thrives in a fast paced environment who always is ready for a challenge.

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Simi Valley, CA 93065

## EXPERIENCE

### **IV Coordinator/ Front Desk staff** — *Oak Park Dentistry for Children*

04/2018 -Current

- Work in a fast paced, collaborative environment creating treatment plans with dental codes.
- Providing high quality customer service with families and patients when scheduling visits and providing insurance information.
- Research insurance claims, statues and insurance plans to ensure patients eligibility.
- Explain explanation of benefits to families in a patient and appropriate manner.
- Worked closely with many insurance companies such as Delta Dental, Aetna, Cigna, Anthem, Blue Shield, etc.
- Work closely with doctors and hospitals regarding patients' treatment plans.
- Help families understand their insurance benefits to receive the best outcome financially.
- Continuously thrive to work hard, challenge myself to learn something new and provide the best care.

### **Preschool Office Manager** — CBE

01/1994- 04/2018

- Completed all payroll for staff members, accounts payable and receivable.
- Work in an efficient and organized manner to complete all tasks in an appropriate time.
- Responsible for handling all school insurance policies.
- Worked closely with other members as a board member for financial decisions and fundraising events.

## SKILLS

Patient scheduling  
Insurance claims  
Insurance verification  
Critical Thinking  
Insurance research  
Customer service  
Patient and family advocacy  
Compassion  
Attention to Detail  
Organized  
Accounts receivable/ payable  
Treatment planning  
Dental codes/ pediatric

## Education

**Certified Dental Assistant & Xray Certified** - Camarillo CA 2018

*High School Diploma -1987*

