

## **NANCY GERDELMANN-SELLERS**

2919 Elbridge Street

Philadelphia PA 19149

H 215-624-3243

C 267-234-8854

[accepting.replies@yahoo.com](mailto:accepting.replies@yahoo.com)

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### **SUMMARY:**

- Solid experience in Loan Processing, Credit, Claims Processing, Accounts Receivable.
- Experience in Financial Institutions, Medical Setting, Insurance and Legal Industry.
- Computer literate in Windows, Outlook, Word, Excel, Power Point, IBM System III, Afttech VT220 Digital System, Navinet, McKesson Star Navigator, GE-Centricity RIS, SCM Sunrise, Alpha System, Phillips Xcelera System, E clinical Works 9.0 and Version 10 (ECW), Passport Health Communications eCare Next, MISYS Visions, Optimum, Payeezy, Medent Electronic Medical Records (EMR), and Healthpost.
- Detail oriented, accurate, efficient having worked under Six Sigma Standards.

### **PROFESSIONAL EXPERIENCE:**

#### **ELKINS PARK MEDICAL ASSOCIATES/WYNCOTE FAMILY MEDICINE**

##### **(Abington Physicians) Elkins Park, PA Receptionist IV (2015 - 2018)**

Register patients for three Internists within Elkins Park and for four Family Practice Physicians within Wyncote Family Medicine, collect co-pays, update insurances, and demographic information, process medical coding/charges and co-pays, balance accounts receivable. Schedule appointments by telephone and online appointments from Healthpost, faxing, scanning, and printing reports, missed encounters, and daily recaps. Obtaining medical records, updating chart information, handling correspondence and messages sent to and from the Physicians using E clinical Works, and triaging telephone messages.

#### **UROLOGY HEALTH SPECIALISTS/LEVY MEDICAL PLAZA, Abington, PA**

##### **Medical Receptionist/Phone Room Attendant (2015)**

Office of seven Urologists, responsible for the triage of patients by telephone, faxing test results, scripts and obtaining additional information for patients and the physicians within the practice.

#### **ABINGTON MEMORIAL HOSPITAL/LEVY MEDICAL PLAZA, Abington, PA**

##### **Echo Lab Secretary II - Cardiology Department (2012 - 2014)**

Review outpatient, observation patients, and inpatient Echocardiogram Reports for accuracy, including Ejection Fraction percentages. Fax reports to Cardiologists, burn CDs and make copies of medical records for physicians, hospitals and patients. Schedule Stress Echocardiogram appointments obtaining patient information, insurance information and pre-certification authorizations when necessary. Print daily Echo log from Crystal Log Report, track Critical Value Reports, print statistical reports for Echo, Stress Echo and TEE studies each month.

#### **Outpatient Registrar**

Register patients for x-ray, magnetic resonance imaging, ultrasound, cat scans, nuclear medicine, vascular studies, EKG and cardiology, abdominal blood gas and pulmonary studies and lab work. Key in patient demographic information, verify insurance coverage, collect copayments, obtain referrals and update physician information, check Medicare compliant codes, collect deductible payments.

#### **MEDICAL LEGAL REPRODUCTIONS, Philadelphia PA**

##### **Customer Service Representative for Defense Counsel (2006 - 2008)**

Contacted deponents requesting medical, insurance and employment records pertaining to subpoena requests for the State of Pennsylvania. Processed invoices, called, faxed, and emailed attorneys with updated information. Logged in records upon receipt, advanced to working on top priority Rush files for the State of New York obtaining records for litigation.

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**PROFESSIONAL  
EXPERIENCE**

**MEADOWBROOK NEUROLOGY GROUP, Meadowbrook, PA**

**Medical Front Desk Coordinator (2006)**

Scheduled patient appointments for seven Neurologists working out of three office locations, updated patient demographic information, verified insurance coverage, retrieved referrals from Navinet, handled heavy telephone volume, faxed, sorted correspondence for Neurologist, called in prescriptions, set up rooms for patients, obtained medical records.

**GENERAL ELECTRIC (GE) FINANCIAL ASSURANCE, Fort Washington, PA**

**Medical/Disability/Health Claims Examiner (1997-99; 2001-06)**

Evaluated and investigated requests for accident, disability, health benefits on credit consumer loans through financial institutions and medical claims. Implemented controls to prevent fraud and misrepresentation. Reviewed and evaluated each benefit request for eligibility under Six Sigma standards.

**CROWN CORK AND SEAL, Philadelphia, PA**

**Medicare Claims Examiner (2000-2001 during GE layoff)**

Evaluated and investigated Medicare claims for retired Crown Cork and Seal employees.

**EDUCATION:**

Manor College, Jenkintown, PA \* **ACBSP** Accreditation awarded Manor College in 2011  
\***Accreditation Council for Business Schools and Programs**

**Associate of Science Degree in Business Administration GPA 4.000**

Holy Family University, Philadelphia, PA

**Radiology, Medical Terminology, Anatomy, Medical Ethics**

St. Basil Academy, Jenkintown, PA

**Academic and Business Studies**

**HONOR  
SOCIETIES:**

**Alpha Beta Gamma International Business Scholars Honor Society**

**Phi Theta Kappa International Honor Society**

**Who's Who Among Students in American Universities and Colleges (2011)**

**AWARDS  
CERTIFICATES:**

**Abington Memorial Hospital Rewards and Recognition Committee**

**Shoot for the Stars Award**

**Business Administration Award for Scholastic Excellence**

**Academic Excellence Award for High Cumulative Average of 4.000**

**Certificate of Academic Excellence**

**SEMINAR  
TRAINING:**

Manor Junior College, Jenkintown, PA

**Third Party Reimbursement**

**Real Estate Fundamentals**

**Real Estate Practices**

Abington Memorial Hospital Learning Lab

**Intent VS Impact: Dialogues that work**

Elkins Park Medical Associates

**Employee of the Month October 2016**