

HEAVEN DESIREE BALBON

Healthcare Virtual Assistant | Intake Coordinator | Healthcare Administrative Support

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Detail-oriented Healthcare Virtual Assistant and Intake Coordinator with hands-on experience in home health and hospice administrative operations. Skilled in insurance eligibility verification, authorization processing, patient intake coordination, and healthcare documentation management. Experienced in using multiple healthcare portals, EHR systems, and communication tools in fast-paced remote healthcare environments. Strong background in maintaining accurate patient records, supporting workflow monitoring, and ensuring operational consistency. Highly adaptable in learning new healthcare systems, insurance platforms, and administrative workflows to support efficient patient coordination.

- Intake Coordination
- Insurance Eligibility Verification
- Authorization Request & Follow-Up
- Patient Chart Management
- Healthcare Documentation
- EHR/EMR Systems
- Data Entry Accuracy
- Medical Insurance Portals
- Workflow Monitoring
- Quality Assurance / Auditing
- Administrative Coordination
- Fax & Document Processing
- Microsoft Excel & Word
- Remote Communication Tools
- Scheduling & Coordination
- Multi-System Navigation

PROFESSIONAL EXPERIENCE

Intake Coordinator – Home Health & Hospice

NESI | December 2024 - Present

- Verify patient insurance eligibility through portals, IPA/medical groups, and outbound calls to ensure accurate coverage determination.
- Create, submit, track, and follow up on authorization requests while monitoring approval status and updates.
- Perform patient intake processes by creating and maintaining charts and uploading clinical documentation into healthcare systems.
- Utilize healthcare portals such as Availity, Inovalon, DHCS, Caredon, and Blue Shield of California.
- Coordinate communication using Outlook, TigerConnect, EnGuard, Gmail, and Google Chat for workflow support.
- Process healthcare documentation and fax communications using SRFax, RingCentral, and SecureFaxView.
- Conduct intake and workflow audits to ensure accuracy, completeness, and compliance with internal procedures.

Healthcare Systems & Tools

- HomeHealthMD
- HospiceMD
- DeVero
- DSL (Data Soft Logic)
- Synergy
- Kinnser / WellSky
- Availity
- Inovalon
- DHCS Portal
- Caredon
- Blue Shield of California Portal

Communication Tools

- Outlook
- Gmail
- Google Chat
- TigerConnect
- EnGuard
- RingCentral
- SRFax
- SecureFaxView

- Microsoft Excel
- Microsoft Word
- Google Workspace

Additional Strengths

- Workflow auditing and quality assurance support
- High-volume healthcare administrative coordination
- Fast adaptation to new healthcare systems and portals

Certification

- Inovalon Platform Training Certification – Completed training on Inovalon healthcare portal including workflow navigation, data entry processes, and system utilization for healthcare administrative operations.

**Customer Service Representative – Airline Operations Support
(Frontier Airlines Account)**

2019-2020

- Provided customer support for airline reservations including flight bookings, cancellations, refunds, and itinerary modifications in a high-volume environment.
- Assisted passengers with real-time flight information, policies, and travel-related inquiries through structured communication channels.
- Processed booking adjustments and refund requests while ensuring accuracy and compliance with airline procedures and guidelines.
- Utilized airline systems and internal tools to manage customer requests efficiently under time-sensitive conditions.
- Demonstrated strong communication, multitasking, and problem-solving skills while handling high-volume customer interactions.

Customer Service Representative – Auto Insurance Support (Non-Voice Account)

2019

- Processed customer account updates and insurance-related data entry tasks within structured system workflows in a non-voice support environment.
- Navigated internal tools and platforms to complete assigned tasks, ensuring accuracy in customer records and system updates.
- Supported production targets and quotas by efficiently completing assigned workload within required timeframes.
- Maintained attention to detail when handling customer information and workflow-based documentation tasks.
- Operated within a structured BPO environment requiring adherence to process guidelines, accuracy standards, and performance metrics.

EDUCATION

Senior High School Graduate– STEM Strand Year 2018

Holy Child College of Davao- Mintal Campus

- Science, Technology, Engineering, and Mathematics (STEM) Strand

Doctor of Dental Medicine (DMD) – Undergraduate Studies

Year 2022-2024

Davao Medical School Foundation Inc.
