Delylah Fernandez

+1 813-695-4210 | delylahf7@gmail.com | Tampa, FL

REMOTE HEALTHCARE | MEDICAL BILLING | PATIENT SUPPORT | CUSTOMER SERVICE

PROFESSIONAL SUMMARY

Bilingual healthcare professional with hands-on experience in medical billing, claims processing, insurance verification, prior authorizations, patient scheduling, revenue-cycle support, and high-volume phone communication. Experienced handling sensitive patient information, resolving billing and coverage issues, documenting interactions accurately, and working across clinical and administrative workflows. Strong fit for remote medical billing, insurance verification, patient access, healthcare customer service, claims support, and administrative roles. Proficient with EMR/EHR systems, eClinicalWorks, Microsoft Office, medical terminology, and HIPAA-compliant workflows.

PROFESSIONAL EXPERIENCE

Billing & Coding Specialist | **St. Petersburg Pediatrics**

Tampa/St. Petersburg, FL | Jul 2026 – Present

• Process and submit medical claims to commercial insurance, Medicaid, Medicare, and other third-party payers while maintaining accuracy and payer compliance.

• Review clinical documentation and assign or verify ICD-10-CM, CPT, and HCPCS codes.

• Support revenue-cycle operations including charge entry, claim submission, payment posting, account reconciliation, A/R follow-up, and balance resolution.

• Research and resolve claim denials, rejections, underpayments, coding errors, eligibility issues, and authorization discrepancies.

• Communicate professionally with insurance carriers, patients, and providers to resolve billing, coverage, and reimbursement questions.

• Monitor aging A/R and maintain detailed documentation of claim activity, payer communications, corrections, and follow-up.

Medical Assistant / Billing Assistant | **Pediatric Epilepsy and Neurology Specialists (PENS)**

Tampa, FL | Oct 2023 – Jun 2026

• Supported a high-volume specialty practice serving 200+ patients daily across scheduling, documentation, billing support, and follow-up coordination while maintaining HIPAA compliance.

• Handled 60+ inbound calls daily, assisting patients and parents with scheduling, questions, documentation, and sensitive concerns while maintaining a professional and compassionate experience.

• Prepared, submitted, and managed a minimum of 200 medical claims daily using CPT and ICD-10 coding information from provider documentation.

• Verified insurance benefits and coordinated prior authorizations to support timely patient care and reduce scheduling delays.

• Reviewed and followed up on billing claims and denials while maintaining accurate account records and detailed documentation.

• Obtained and documented vital signs and supported clinical workflows as needed.

Stylist | **Windsor**

Tampa, FL | Aug 2023 – Dec 2023

• Delivered personalized customer service, product guidance, and problem resolution in a fast-paced retail environment.

• Processed cash and card transactions accurately and maintained register accountability.

• Assisted customers with product questions, purchases, and issue resolution while maintaining a professional experience.

Team Lead | **The Hampton Chocolate Factory**

Tampa, FL | Apr 2023 – Sep 2023

• Led daily operations and supported employee training in a high-volume customer service environment.

• Maintained accurate inventory and financial records and completed daily reporting.

• Coordinated team priorities while maintaining quality, organization, and customer-service standards.

CORE SKILLS

Healthcare & Billing: Medical Billing • Claims Processing • ICD-10-CM • CPT • HCPCS • Insurance Verification • Prior Authorization • Denial & Rejection Resolution • Accounts Receivable • Payment Posting • Charge Entry • Revenue Cycle • Medical Terminology • HIPAA

Patient & Customer Support: Patient Scheduling • Inbound Call Management • Customer Service • Issue Resolution • De-escalation • Active Listening • Sensitive Information Handling • Documentation • Data Entry • Follow-up

Technology: EMR/EHR • eClinicalWorks • Microsoft Excel • Microsoft Word • Microsoft Outlook • Microsoft Office • Computer Operations

Languages: English — Fluent • Spanish — Expert

EDUCATION

Associate of Applied Science, Psychology | Hillsborough Community College

Tampa, FL | Aug 2025 – Present

High School Diploma, Business & Administration | Thomas Jefferson High School

Tampa, FL | Aug 2019 – May 2023

CERTIFICATIONS

Microsoft Excel • Microsoft Word • Microsoft PowerPoint • CPR Certification • Valid Driver’s License

LEADERSHIP

Outstanding Leadership Potential — Embry-Riddle University (Feb 2022): Recognized for leadership and academic achievement while serving as JROTC Corps Commander for a unit of 180+ students.