

ANGELA JONES

(219) 699-1376 | angxxmariaa@gmail.com | Carmel, IN

SUMMARY

Healthcare informatics professional with a Bachelor of Science in Informatics and hands-on experience across outpatient clinical settings. Background includes ambulatory clinical workflows, patient documentation, provider support, professional billing, hospital billing, benefits, claims, and medical coding exposure. Skilled in workflow analysis, EHR navigation, issue identification, documentation, cross-functional communication, and clinical operations support.

SKILLS

Epic EMR | Ambulatory Workflows | Clinical Documentation | Workflow Analysis | Troubleshooting | Documentation Standards | Professional Billing | Hospital Billing | Claims Review | Benefits Verification | Medical Coding | Insurance Verification | Patient Access Workflows | Excel

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | Elevance Health (Anthem – BCBS)
Indianapolis, IN Aug 2025 – Apr 2026

- Supported members and providers with questions related to professional billing, hospital billing, claims, benefits, coverage, and medical coding-related claim details.
- Reviewed claim information, benefit structures, billing details, insurance rules, and plan guidelines to explain claim outcomes and resolve concerns.

MEDICAL HEALTH SCREENER | TotalWellness
Greater Indianapolis Area Oct 2023 – Nov 2024

- Performed biometric health screenings, including vitals, fingerstick testing, specimen handling support, and patient education.

MEDICAL ASSISTANT/FRONT DESK REPRESENTATIVE | Planned Parenthood
Lafayette, IN Jun 2022 – Aug 2023

- Used Epic EMR to support patient access workflows by assisting with check-in, demographic updates, appointment flow, insurance-related intake, and communication between front desk and clinical teams.
- Documented vitals, patient history, medications, visit concerns, clinical updates, and follow-up information accurately within Epic.
- Collaborated with providers, nurses, front office staff, and clinical team members to maintain accurate documentation, efficient patient flow, and clear handoffs.

MEDICAL ASSISTANT/FRONT DESK INTERN | Dermatology Associates of NWI
Munster, IN May 2021 – Dec 2021

- Supported patient registration, appointment workflows, insurance information collection, procedure documentation, and front-end revenue cycle tasks.
- Learned medical coding and billing workflows, including procedure documentation, charge-related processes, and outpatient specialty billing concepts.
- Assisted with clinical procedures, patient preparation, instrument sterilization, wound care support, and documentation-related tasks.

EDUCATION

MEDICAL ASSISTANT PROGRAM | ROSS MEDICAL EDUCATION CENTER July 2021
ASSOCIATE OF SCIENCE IN INFORMATICS | IVY TECH COMMUNITY COLLEGE August 2025
BACHELOR OF SCIENCE IN INFORMATICS | INDIANA UNIVERSITY – INDIANAPOLIS December 2026

CERTIFICATIONS

REGISTERED MEDICAL ASSISTANT | AMERICAN MEDICAL TECHNOLOGIST Exp. August 2029
BASIC LIFE SUPPORT | AMERICAN HEART ASSOCIATION Exp. June 2028