

Elizabeth Gutierrez

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Applicable Skills

- Dental insurance claims understanding
- Excel, Word, Spago BI
- DSO and Dental and medical appeals experience
- Root Cause training: The 5 Whys
- Dental and healthcare terminology
- Medicare Stars training
- Thrive in fast paced, dynamic environments
- Reporting from databases
- Clinical dental office expertise – 20 years
- Familiarity with dental fee schedules, claims

Education

Baylor College of Dentistry (Texas A&M Health Science Center)

Dallas, TX

Bachelor of Science Dental Hygiene

- Graduated top of the class
- GPA 3.98/4.0
- Sigma Phi Alpha Research Award
- Peer tutor
- Consecutive place on the Dean's List

CVS Health Aetna

Remote

Analyst, Dental Healthcare

1/2025-current

- Validate and prepare dental appeals for review by the dental directors
- Keep each appeal case organized from start to finish
- Audit medical appeals increasing productivity by 15%
- Pull reports from Spago BI – clean, sort, and filter data in Excel spreadsheets
- Review trends in overturned appeals from the IRE (Maximus)
- Track and complete multiple projects with competing priorities
- Cross-departmental collaboration

Plano, TX

5/2024-1/2025

Pearl Dental Partners

Registered Dental Hygienist

- Dental prophylaxes and periodontal therapies
- Extensive daily data collection to follow trends in disease progression and treatment
- Conversion of complex, technical data into easily digestible information for the lay person

Canyon Creek Family Dentistry

Richardson, TX

Registered Dental Hygienist

2/2024-5/2024

- Sealants, prophylaxes, and periodontal therapies
- Extensive daily data collection to follow trends in disease progression and treatment
- Conversion of complex, technical data into easily digestible information for the lay person

Addison Dental Group, General Dentistry Practice

Carrollton, TX

Registered Dental Hygienist

2/2023-2/2024

- Oral cancer screenings, prophylaxes, and periodontal therapies
- iTero scanning, Overjet AI, and Dentrux software
- Extensive daily data collection to follow trends in disease progression and treatment
- Conversion of complex, technical data into easily digestible information for the lay person

Mint Dentistry, General Dentistry Practice

Dallas, TX

Registered Dental Hygienist

6/2022-12/2022

- Oral cancer screenings, prophylaxes, and periodontal therapies
- Extensive daily data collection to follow trends in disease progression and treatment
- Conversion of complex, technical data into easily digestible information for the lay person

Pacific Dental Services

Irving, TX

Insurance Claims Auditor

8/2021-5/2022

- Review dental insurance claims for payment
- Determine if a claim should be resubmitted with proper information or appealed for payment
- Audit patient accounts – correct errors, flag issues
- Submit claims with appropriate documentation
- Consult fee schedules