



Established 1972

By and For the People of Love County

**Richard Barker,
Administrator**

**Ambulance Emergency
911**

**Clinic Appointments
276-2400**

**Hospital Information
276-3347**

**Adult Day Center
276-1542**

**Community Resources
211**

**Domestic Violence Help
276-2042
Hotline - 226-6424**

**Growers Market
276-9410**

Hospital Claims Review

Claims Review is one of the three functions (the others are Medical Coding and Medical Records) of the Health Information Services Department.

Jamie Girard is the Claims Review Specialist. She analyzes claims the patient's insurance company has denied or for which it is seeking more information. In many cases, she can supply additional facts about the diagnosis or medical procedures to reverse the denial.

"It's very fulfilling when the job is accomplished and money is coming in to finish the claim," Girard said.

Sometimes the patient must contact the insurer directly. Girard assists the patient in knowing what questions to ask the insurer in order to advance the claim. "It has taken years of learning to understand the 'ins and outs' of insurance," Girard said.

Another aspect of her job is helping patients receive copies of their medical records. "The patient comes into the office to fill out a request form or we email the form to them. After verifying the signature of the patient, we assemble the record."

Instead of paper documents, the patient may choose to receive an electronic medical record. The electronic record can be emailed to the patient or to another medical office or hospital they have requested.

The records Girard handles are for hospital stays, outpatient tests, emergency room visits, and ambulance transports.

Jamie Girard

Claims Review Specialist

Jamie Girard looks no further than across the kitchen table to understand the average patient's experiences with insurance. "I see how my husband relates to letters from the insurer. It's bewildering to him. Most people's personal experiences are like his." But Girard has spent her career dealing with medical records and that makes all the difference to patients and family.

After 19 years in the claims area of a day-surgery in Ardmore, she became our hospital's Claims Review Specialist in 2015. "I have thoroughly enjoyed moving to this hospital and the small, rural practice. I like the family atmosphere where people take care of each other, rely on each other. This is a wonderful place to work," Girard said.



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with the Big Heart*

