

ROBERT SMITH

Community Health Advocate

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Seeking a growth-oriented position utilizing current skills in customer service and with the opportunity to expand skills.

EXPERIENCE

Community Health Advocate

ABC Corporation - AUGUST 2006 - JULY 2011

- Established a personal plan focusing on educating health plan members on the benefits of completing required health screenings.
- Managed health plan population through following a standardized call script to help complete the scheduling of health screenings.
- Assisted consumers procession through the stages of behavioral changes.
- Able to empathize, motivate, and encourages people towards healthy changes, regardless of cultures, religion, and economic background.
- Solved complex problems and develops innovative solutions to meet/exceed the needs of the health plan member.
- Built a strong understanding of the medical/insurance industry.
- Communicated by phone in a professional and friendly manner.

Health Advocate

Delta Corporation - 2001 - 2006

- Per diem position as a Biometric Screener, measure vitals, measure glucose and cholesterol levels by performing capillary puncture.
- Primary responsibility to Review claims for members meet criteria on a monthly high dollar claims.
- Our goal is to direct them to programs for additional assistance if needed and to make sure all claims are in accordance with their benefit matrix.
- Being an advocate you can have an immediate impact by speaking to providers on the members behalf and making sure claims are reconsidered taking the.
- Skills Used Interpersonal phone skills, being organized making sure information was tracked in excel daily, and the health axis claims tracking.
- My responsibility was to go to hospitals or clinics and talk to people who would come in to visit or is a patient at the hospital or clinic about.
- Advise Doctors and participants about covered procedures and benefit under members insurance plans.