

**Advocate**

# ROBERT SMITH

Phone: (123) 456 78 99  
Email: info@qwikresume.com  
Website: [www.qwikresume.com](http://www.qwikresume.com)  
LinkedIn:  
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama.

## Objective

Hospital Medical Biller and Collector seek to utilize education and skills in Healthcare Management environment. Career highlights include becoming the leading customer service representative and motivational leader to lead a diverse group or individuals to meet the mission, vision, and goals of your organization. Academic background focuses on Human Resources Management and Strategy Planning.

## Skills

Typing, Data Entry, Customer Service, Microsoft Office.

## Work Experience

### Advocate

**Mahalani Street** - August 2014 - Present

- Advocate to colleagues inquiry regarding billing to execute clean claim submission.
- Answer phone calls received throughout the day.
- Negotiate with Insurance company on resolution to getting claims paid on a timely manner.
- Review medical claims for clean claim submission to prevent reimbursement delay.
- Address concerns and issues to superiors when needed for further assistance and clarifications.
- Analyze generated reports for follow-up.
- Correspond to correspondence coming from insurance.

### Advocate

**United** - 2011 - 2014

- Answer incoming phone calls from healthcare providers (i.e physicians offices, clinics) and identify the type of assistance the provider needs (i.e benefit and eligibility, billing and payments), authorizations for treatment and explanation of benefits (EOBs)
- Communicate with clients concerning open enrollment options
- Focus on resolving issues on the first call, navigate through the appropriate computer systems to identify the current status of the issue and provide appropriate response to caller
- Deliver all information and questions in a positive, conversational and compassionate manner to facilitate developing a relationship with the provider, while providing the best client experience Complete the documentation necessary to track provider issues and facilitate the reporting of overall trends Meet the performance goals established for the position in the areas of efficiency, call quality, provider satisfaction, and first call resolution
- Metric system experience

## Education