

ROBERT SMITH

Jr. Member Advocate

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SUMMARY

To obtain a Member Advocate position, where will contribute to teamwork in an effective and efficient environment for quality patient care.

SKILLS

Microsoft Office, HTML, XHTML.

WORK EXPERIENCE

Jr. Member Advocate

ABC Corporation - December 2013 – May 2014

- Performs HEDIS measures.
- Communicates with members of the health plan.
- Books and makes appointments for Care gaps(Well annual visits, Dental annual visits, immunizations, Breast cancer screening, Retinal eye exams, Colorectal Cancer screenings, etc.); book transportation, coordinate Case management if needed.
- Provides customer service to providers, Process prior authorizations needed based on Medical necessity.
- Works with PCPs to redirect patient to see participating provider within Sunshine Health.
- Works with Case Management when patient is in need of services other than medical treatment.
- Faxes info to providers regarding whether or not more info is needed or when the authorization has been approved, work with member services with assisting patients questions and inquiries.

Member Advocate

Delta Corporation - 2011 – 2013

- Inbound customer service representative.
- Help member live healthier lives.
- Schedule appointments.
- Follow all rules and regulations that the job requires to complete the tasks and duties required of me.
- Also have compassion and understanding for the members regarding their account.
- Universal American Responsibilities Answer phones, help members with their questions-look up billing, claims, and general question, confirming.
- Closely working with members and providers to understand their benefits Direct contact with clients to assist employees Answered Multiline Phone.

SCHOLASTICS