

Robert Smith

Claims Resolution Specialist II

PERSONAL STATEMENT

Investigate, evaluate, negotiate and settle casualty claims and any related coverages within established best practices and applicable jurisdictional guidelines.

WORK EXPERIENCE

Claims Resolution Specialist II

ABC Corporation - May 2013 - December 2013

Responsibilities:

- Review claims that have been denied by health insurance companies.
- Learned the system very quickly which helped in resolving more claim issues.
- Recovered several thousands of dollars by figuring out some system issues which caused claims to be denied, as well as finding claims that were not processed correctly to begin with.
- Resolve third party rejects by analyzing the claim, gathering information, making corrections and resubmitting.
- participated on the weekly calls to include provider concerns, eligibility file feed concerns, internal and external.
- Assisted in training co-workers in claims processing methods.
- Assisted members and providers in resolving inaccuracies in claims processing.

Claims Resolution Specialist

Delta Corporation - 2009 - 2013

Responsibilities:

- Provide Services to clients as a third party biller for outstanding claims
Provide corrected claims with proper HCPC and ICD-10 coding to carriers .
- Responsible for resolving severe customer complaints which included Lemon Law cases, legal cases and any customer complaint requiring the involvement.
- Attended Arbitration proceedings to defend the Corporation in the instance of a request for vehicle repurchase.
- Anchorage, AK Fiscal Agent for Alaska Medicaid, now administered by Xerox Claims Resolution Specialist 06/00 - 11/00 Reviewed pending Alaska Medicaid.
- Processed mental health claims for members.
- Volunteered for new and or difficult accounts. Contact insurance companies, hospitals and Drs.
- Offices to determine why claims were denied. Determine what steps to take in order to have claims reprocessed for payment.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Human Resources,
Customer Service,
Management,
Supervisory, Microsoft.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Certificate - 1988(Watterson College - Louisville, KY)