ROBERT SMITH

Jr. Insurance Claims Specialist

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SUMMARY

Over ten years of successful customer service experience. Recognized for excellence in building rapport, listening attentively, and resolving customers' concerns. Able to work well with others and thrive in a fast-paced environment.

CORE COMPETENCIES

Microsoft Office.

PROFESSIONAL EXPERIENCE

Jr. Insurance Claims Specialist

ABC Corporation - October 2012 – October 2015

Key Deliverables:

- Maintain multiple work queues of denial and no response to insurance claims within current timely standards.
- Review and appeal denials with appropriate information and within contracted timely filing limits.
- Contact insurances for follow up of claims and if accepted for payment or denied.
- Fixed registration errors regarding patient and insurance information.
- Submit new claims and file corrected claims to various insurances.
- Overall responsibilities include monitoring outstanding insurance claims and submitting appeal letters as needed to insurance companies.
- Assisted with payment posting, charge posting, and administrative duties of the billing office.

Insurance Claims Specialist

ABC Corporation - 2009 – 2012

Key Deliverables:

- Reconciled insurance general ledger account to balance owed insurance companies.
- Made monthly payments to insurance company for premiums due.
- Filed disability claims.
- Processed loan payments for disability and death claims.
- Performed maintenance on client accounts, this included applying payment correctly to interest and principal.
- Reconciled indirect dealer accounts and gave the information to Accounts Payable so they could correctly process the payments.
- Suggested using ACH function to save time and money on processing indirect dealer accounts..

EDUCATION

- Diploma - (Indian Valley High School - Lewistown, PA)