

# Claims Resolution Specialist

## ROBERT SMITH

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

### Objective

Seeking a position in a professional atmosphere where extensive training and education will allow opportunity for advancement.

### Skills

Microsoft Outlook, Word, Excel, PowerPoint And Access, Excellent Phone Etiquette.

### Work Experience

#### Claims Resolution Specialist

**TruBridge** - September 2015 - 2020

- Review medical information via images scanned into the Medflow database.
- Determine if any information is missing or needs to be further verified Make outbound calls to other insurers as needed to obtain the missing information.
- Document information received in both the CPSI database and the customer service software specific to each image viewed.
- Communicate clear and precise directions regarding the information obtained.
- Interface with other customer service representatives and other insurers while maintaining a professional attitude.
- Worked directly with providers to resolve claim and care management concerns.
- Performed negotiations for various insurance companies with the purpose of receiving the maximum amount of savings for the insurance carrier as well.

#### Claims Resolution Specialist

**Delta Corporation** - 2011 - 2015

- Accomplished in marketing and negotiation skills in order to increase successful savings.
- Assisting with outstanding claims Keeping record of all contact made Dispatching technicians Answering multiple calls a day Making outgoing calls to .
- Processing medical claims, research, training temporary staff.
- Identification of payor-specific trends Regularly conduct insurance verification to ensure correct and timely reimbursement Review accessions for .
- Handle claims inquiries and claims resolution from members, providers, third party payers, and internal departments.
- Maintain monthly, quarterly, and year end reports by tracking inquiries, payment data, and claims productivity.
- Provide initial and ongoing claims training to Customer Service Representatives.

### Education

BA in Behavioral Science, Psychology, Women's Gender - 1998(GVSU - Allendale, MI)