

ROBERT SMITH

Assistant Claims Resolution Specialist

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To secure a position where acquired auditing, billing, coding, collections and insurance experience will provide immediate benefits to the organization.

2014 - 2020

ASSISTANT CLAIMS RESOLUTION SPECIALIST - MULTIPLAN

- Assigned accounts claims/bills on behalf of CIGNA to achieve Automotive maximum discount and savings retention reimbursements.
- Identified process improvements that impact quality and service results.
- Communicated both verbally and in writing with providers, stake holders, the governor, and the client.
- Processed mental health claims for members.
- Assisted in training co-workers in claims processing methods.
- Volunteered for new and or difficult accounts.
- Assisted members and providers in resolving inaccuracies in claims processing.

2012 - 2015

CLAIMS RESOLUTION SPECIALIST - DELTA CORPORATION

- Claims Resolution Specialist manage and follow-up on a full case load of claims.
- Obtain reports from contractors work up cash-outs, reimbursements and several other duties to complete customers requests while staying within the.
- Centers for Medicare/ Medicaid Address counter-offers received and present proposal for resolution while adhering to Services (CMS) Forms client guidelines and department goals.
- Explanation of Benefits Overcome objections and apply effective telephone negotiation skills to reach Fair Debt Collection Practices successful resolution on negotiated claims.
- Act Perform claim research and analysis to provide support for appropriate savings.
- Health Insurance Portability and Review, evaluate and recommend determination of client/member inquiry appeals.
- Accountability Act (HIPAA) Send initial letters of agreement (contracts) to providers and follow-up with those that ICD-9 and CPT Codes.

EDUCATION

Certificate in deadlines - (Everest College - Dallas, TX)

SKILLS

Microsoft Office, Microsoft Outlook, Cisco.