

ROBERT SMITH

Jr. Claims Resolution Specialist

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Phone: (0123)-456-789

SUMMARY

Highly qualified Claims Resolution Specialist with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

SKILLS

Billing Manager, Medical Billing.

WORK EXPERIENCE

Jr. Claims Resolution Specialist

ABC Corporation - January 2012 – August 2013

- Delayed submission of insurance accounts or payment of accounts, Rectify delayed submissions by providing feedback and educating analysts, preventing reoccurrence of these issues.
- Monitor claim mapping issues in Athena Collector.
- Investigate claims in manager holds that involve provider numbers, or taxonomy issues.
- Coordinate with Provider Enrollment to keep appropriate staff current on credentialing issues and status.
- Handled all types of medicaid high complexity claims request, inquiries and complaints accurately and timely.
- Trained both customer service and clinical teams on accurately entering authorizations to decrease claims abrasion.
- Responsible for resolving severe customer complaints which included Lemon Law cases, legal cases and any customer complaint requiring the involvement.

Claims Resolution Specialist

Delta Corporation - 2011 – 2012

- Claims Resolution Develop for missing information on claims by calling provider office.
- Work Other insurance errors that were over 10 lines.
- Network, Configuration, Eligibility, and Auditing) to ensure a high level of customer satisfaction Gathered and analyzed relevant data to address .
- In a call center environment, respond to high volume of second level incoming calls, handling service requests and customer inquiries, researching .
- Advise homeowner of their options and terms of the work order Collect information from technician and homeowners to effectively make decisions.
- Conduct "root cause" analysis as a result of trends within the key performance indicators.
- Maintain current knowledge base of all federal and state billing regulations and guidelines.

SCHOLASTICS

- Bachelor of Arts in Organization Management - (Bethel College - Mishawaka, IN)