

ROBERT SMITH

Sr. Claims Resolution Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Over 13 years experience in administrative services/support Excellent time management and organizational skills Strong computer skills including data entry, word processing, research, Microsoft Office Highly competent telephone and customer service skills.

CORE COMPETENCIES

making appointments, benefits, billing, case management.

PROFESSIONAL EXPERIENCE

Sr. Claims Resolution Specialist

Magellan Health Services - July 2015 – 2020

Key Deliverables:

- Communication with other departments, including Corporate Claims, Cost-Containment, Quality Improvement, Special Investigations Unit, Customer Service, Provider Network, and Appeals.
- Documentation of past disputes and responses and pulling documentation when needed.
- Adjudicated claims and processed adjustments to include tracking and trending performance.
- Provided re-enforcement training for new associates as well as on-floor support to existing associates.
- Worked with multiple departments to identify and implement process improvements.
- Handled all expedited claims concerns from dmas (va medicaid) and the grievance team in a timely manner.
- Operated as a liaison between multiple teams to include claims, customer service, care managers, provider network, and grievance departments.

Claims Resolution Specialist

Delta Corporation - 2012 – 2015

Key Deliverables:

- Customer Service Billing and collections on patient accounts/Help set up payment arrangements Medicare denial management and resolution.
- MED TECH PROFESSIONAL BILLING, New Rochelle, NY (May 2001-Present) Tenacious follow-up, payment posting, and charge posting Daily login to MD.
- Here I am responsible for helping people become eligible for SSI and SSDI.
- Take inbound calls and make outbound calls to potential clients for our company.
- Must determine whether they are eligible for SSI and SSDI by verifying they are medically and income eligible.
- Processing dispute documentation from providers regarding claims for multiple states and care management centers.

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- Researching claims in IPS, including provider database, AS400 cases, claims inquiry screens, CAPS, and eligibility screens.

EDUCATION

- Bachelor of Arts in English - (Texas Wesleyan University - Fort Worth, TX)