

ROBERT SMITH

Associate Claims Resolution Specialist

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

SUMMARY

Business professional with a ten year career in the healthcare and claim operations industry. Successful experience within claims, billing, and customer service and data analyst has given me an in-depth understanding of resource collaboration, teamwork, and business processes as it relates to healthcare operations and business analyst.

CORE COMPETENCIES

Medical Billing, Paralegal, Specimen Processing, Data Entry.

PROFESSIONAL EXPERIENCE

Associate Claims Resolution Specialist

Blue Cross Blue Shield - September 2014 – 2020

Key Deliverables:

- Respond promptly and accurately to inquiries from Customer Service professionals, subscribers, providers, agents, brokers, physicians and other commercial insurance carriers regarding claims payment.
- Responsible for billing patients and submitting all claims to insurance Processing financial aid/hardship requests on behalf of the patient Cross.
- Assisted account managers with clients Processed medical claims Provided concierge service in locating physicians for members Explained guidelines to .
- Worked Correspondence from Medicare Contact Medicare for denials Complete follow-up resolution and denial management Correct and resubmit claims Work .
- Able to meet or exceed quality, accuracy, and production standards as determined by Avesis.
- Assist in understanding and evaluating warranty coverage Create work items from Claims and/or work orders Handle various dispatch activities Answer.
- Handle special projects as necessary; track and report on analysis of claims throughout the duration of the special project.

Claims Resolution Specialist

Delta Corporation - 2013 – 2014

Key Deliverables:

- Assisting with processing C&G Appeals that are Customer Service related.
- Review claims for possible "fraud" and send to Special Investigations Unit for additional investigation.
- Process and adjustments received through a variety of queries and inquiries; work assignments and procedures change frequently.
- Maintain spreadsheets to capture inventory on a daily, or as required basis.
- Work may come in through emails, queues, escalated issues, etc.

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- Analyze claims and business processes to recognize issues, gaps and inconsistencies in workflows, and/or processed; recommends updates, alternatives and/or solutions Serve as a subject matter expert for projects, testing and validation of claims work, processes and procedures while serving as a first level of resolution for complex claims.
- Receiving and reviewing inbound claim files in multiple formats for negotiation preparations.

EDUCATION

BA in Business Information Systems - 2011(Ashford University)

