

ROBERT SMITH

Benefits Counselor/Co-ordinator

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Talent for proactively identifying customer needs and presenting appropriate company product, services, and solutions. Proficient in Microsoft Office Typing speed of 60-65 wpm.

EXPERIENCE

Benefits Counselor/Co-ordinator

ABC Corporation - 2006 - 2009

- Answered incoming 800 lines regarding Plan administration, eligibility, qualifying life events, enrollment and Correspondence processing, and billing.
- Assisted Healthcare Advocate with outbound calls for concurrent review cases to request clinical and obtain/verify discharge dates.
- Providers to verify a patients medical procedure and assist in the medical review process conducted by a Case Manager.
- Completed Pre-Certification checks for eligible members as well as a demographic screening of participants by providers.
- Interaction with offices such as HR Departments, insurance carriers, Client Benefits and other 3rd party Administrators to resolve participant issues.
- Provided Customer Service response to web inquiries.
- Acted as the Subject Matter Expert (SME)/Supervisor for seasonal employees.

Benefits Counselor

ABC Corporation - 2001 - 2006

- Reach out to uninsured and obtain all demographics with up to date information to assist with enrollment linkage into the affordable health plans.
- Schedule one on one to educate the patients about affordable coverage options available to them.
- Prepare statistics on billable and non-billable services for Executive Management.
- Created new appointments, answered incoming calls, confirmed patient appointments and managed patient flow during practice hours, minimizing patient wait time.
- Collected co-pays, deductibles, and balanced daily financial cash logs.
- Acquired insurance authorizations for procedures and tests ordered by the attending physician.
- Provided administrative support for 3 physicians..

EDUCATION

- High School Diploma - (Oldham County High School - Buckner, KY)

SKILLS

Microsoft Office, Microsoft Excel.