

ROBERT SMITH

Claims Resolution Specialist III

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To utilize strong leadership skills, customer service experience and interpersonal communication skills while providing personal growth.

EXPERIENCE

Claims Resolution Specialist III

Blue Cross Blue Shield Of North Carolina - 2006 - 2020

- Ensures accurate and timely claims processing for professional and institutional claims.
- Proactive investigation, evaluation and assessment of claims, as well as strategic defense and resolution of such claims.
- Process a variety of transactions that involve hold code and adjustment processing.
- Perform Coordination of Benefits on a variety of claims from major healthcare carriers including Medicare.
- Adjustments of claims, request refund s, adjudication experience of corrected claims and ratification of incorrect payments.
- Maintains 99% financial and 97% procedural claim accuracy (departmental set).
- Attends extensive training sessions to receive additional training in Facility claims, COB and Medicare.

Claims Resolution Specialist

Delta Corporation - 2011 - 2012

- Identify, research, and rectify circumstances affecting the delayed submission of insurance accounts.
- Make outbound calls to payers regarding take back and credentialing issues Update Provider Enrollment Log with credentialing status and/or issues, .
- Follow up on Provider Enrollment application status, submit Medicare Railroad applications for various providers.
- Process medical claims and resolving billing issues for insurance companies, health providers, and hospital customer service and telephone .
- Contacting Insurance Companies to follow up on claims, ensuring that they are paying correctly, following up on claim status and clarifying denials.
- Processing and completing Appeals and DEV Letters for Insurance Companies.
- Working Correspondence Letters for Insurance Companies.

EDUCATION

- BS In Business Administration-Business Management - 2010(Indiana Tech - Indianapolis, IN)

SKILLS

Claims Processing, Data Entry.