

CLAIMS SUBJECT MATTER EXPERT

Professional Summary

Experienced Customer Service Representative with over 10 years of experience Worked in Healthcare Industry for over 8 years with Humana, Passport and Excellus BCBS of NY Successfully trained seasonal associates for Open Enrollment and worked as a Client Subject Matter Expert for SHPS, Inc.

Skills

- HCPCS Coding Guidelines
 - Understands anesthesia coding
 - Insurance and collections procedures
 - Understands insurance benefits
 - DRG and PC grouping
 - Ambulance coding familiarity
 - Composed and professional demeanor
 - Research and data analysis
 - Resourceful and reliable worker
 - Excellent problem solver
 - Close attention to detail
 - Medical terminology expert
 - Billing and collection procedures expert
 - Adept m
- Office support (phones, faxing, filing)
 - Excellent verbal communication