**Carole M. Klein**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Objective**

Seeking a rewarding position with a stable company that offers advancement opportunities within the company, based on my knowledge and job performance. This position would allow me to use my multitasking and organizational skills. Showing I can be a good team player while motivating others.

**Professional Experience**

National Health Insurance Company - 9/25/2000 to 02/15/2011 - Grand Prairie, TX 75050

**Eligibility Analyst**

**2011 – 2009**

* Responsible for retrieving the electronic claim data file from the FTP server to the PPO server and loaded the file into the claims payment system. Then was responsible for making sure that the claim data was attached to the correct claim file for the examiner to pay the claims. Then corrected errors when completed eligibility data from the administration system was loaded to the claims payment system.
* Responsible for running Emloads to maintain eligibility status of enrollees in EM,EDM, EACM and ECMS in Rims system.

**Administrative support for Claims**

**2011 - 2005**

* Responsible for provider maintenance input in Rims (Quicklink) system which consisted of calling providers for updates on addresses and EIN numbers. Faxed 1099 forms.
* Corrected and entered X-Bills into Ecom for electronic billing as well as manually entering X-Bills and Dental on UB’s and HCFA forms for claims processing.
* Worked with vendor (Corvel) that did audits for high dollar claims, providing necessary documentation to perform the audits.
* Responsible for checks over 5K, for payment of claims as well as pulling EOB’s for confirmation of payments.
* Created and help maintain various Excel reports for my supervisor within the Claims department.
* Crossed trained other employees to duties I performed.
* Created calendars for employee’s birthday within the department and planned luncheons.

**Claims Clerk**

**2005 - 2001**

* Requested medical records and follow-ups on information needed like CPT, ICD, OP or Itemized statements from hospitals and providers. Then filed letters and then noted our document management system (ImageRight). Requested necessary additional information to include, claim forms and accident questionnaires.
* Ordered and maintained department supplies and for copiers and printers.
* Distribution of mail within the department and support for mailroom.
* Updated notes daily in Rims (QuickLink ).

**Data Entry for New Business**

**2000 – 2001**

* Reviewed new applications, making sure they met with Agents requirements. Pinned in all information on insured in our AS400 system. And corrected system for mistakes received on applications.

**Computer Skills**

MS office, Word, Outlook, Excel, (Rims) Quicklink, AS400, Ecom, Calligo, and ImageRight.

**Education**

Tarrant County Jr. College - Ft Worth, TX - working on an Applied Associates Degree - total of 72 hrs – GPA 2.97

Polytechnic High School - Ft. Worth, TX - Graduated 1968