

ROSEMARIE IGDALINO



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Brgy. Poblacion Oriental
Consolacion Cebu City
Rosemarie Igdalino

PROFILE

I possess strong interpersonal communication skills and can effectively interact with a diverse range of individuals. I am highly adaptable, diligent, and fully dedicated to my work. I take pride in my commitment to any role, ensuring that I handle tasks responsibly and complete them on time.

CERTIFICATE

CERTIFIED LEAN SIX SIGMA
WHITE BELT

HIPAA TRAINING CERTIFICATE

MICROSOFT EXCEL FOR
BEGINNERS AND EXPERT

WORK EXPERIENCE

MEDICAL VIRTUAL ASSISTANT 2025-2026
Homesourced Inc. | Healthcare Account | Zensquad

- Managed end to end prior authorization processes for interventional pain management procedures.
- Verified insurance eligibility, benefits, and coverage requirements and reviewed clinical documentation to ensure compliance with medical necessity guidelines.
- Communicated with insurance payers to obtain and track authorization status.
- Ensured adherence to payer policies, timelines, and HIPAA regulations.

EDUCATION

**BACHELOR OF SECONDARY
EDUCATION**

(College Graduate)

Samar Collge
Major in MAPEH
2020

QUALITY ANALYST 2024-2025
Foundever | Healthcare Account | United Health Care

- Meeting the compliance of auditing 50 agents' headcount and conducting 2 audits per agent per week.
- Integrity Audit: Evaluating of short calls, transfer calls, and document disposition to determine the validity of each call.
- Adapting to and completing the random tasks required by supervisors and clients.
- Monitoring and evaluating the team based on KPI. Responsible for insuring calls are handled with excellence.

REFERENCES

DAVE ANTHONY ACEBEDO
Senior Quality Manager
092 407 8506

GEM RUSELL RAMIREZ
Learning and Quality Supervisor
0919 338 5631

GODDESS JANE BUTALID
Trainer
0985 908 8878

JOHN ROBERT AOAY
Team Leader
0995 129 8353

QUALITY ANALYST APPRENTICE 2023-2024
Foundever | Healthcare Account | CIGNA

- Meeting the compliance of auditing 35 agents' headcount and conducting 8 audits per agent per month.
- Providing actionable feedback and gathering information to help improves the agent performance.
- Adapting to and completing the random tasks required by supervisors and clients.
- Monitoring and evaluating the team based on KPI. Responsible for insuring calls are handled with excellence.

PATIENT CARE ADVOCATE 2022-2023
Foundever | Healthcare account | CIGNA

- Assisting estimated 30 patients per day with their medication management, such as refills, copay assistance, and monitoring for drug interactions.
- Advocating for insurance coverage and financial assistance programs to help patients afford their specialty medications.
- Documenting patient interactions, medication histories, and interventions for continuity of care and quality improvement purposes.