Gwen Strange, CPC-A

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(413-262-3385)

**SUMMARY**

Claim Examiner with several years of diverse insurance experience which includes superior customer service, ability to analyze claim reports, interpret and apply insurance contract benefits. Prior experience included review of medical records and operative notes to verify the codes being submitted were correct for the services rendered. Certified Professional Coder Apprentice and member of the American Academy of Professional Coders.

**SKILLS AND QUALIFICATIONS**

* Medical Terminology
* Anatomy and Physiology
* Knowledge of ICD-9 codes for medical necessity
* Identify correct CPT codes for services rendered
* Full knowledge of HIPPA guidelines
* Knowledge of Medisoft and MedTrak computerized program
* Familiar with all cycles of medical billing
* Customer Service and Relations skills
* Strong Interpersonal Skills
* Time Management Skills
* Computer Skills (Microsoft Word, Excel and Lotus Notes)
* Excellent verbal and written communication skills

**WORK HISTORY**

**The Hartford** 2002-12/31/2010

***Group Life Waiver of Premium Analyst*** (2003-12/31/2010)

* Performed detailed analysis and documentation of claim data with emphasis on timely and accurate claim decisions.
* Developed ongoing claim management plans.
* Managed case assignments independently and assisted with other duties as assigned by manager.

**The Hartford**

***LTD (Long Term Disability) Claim Examiner III*** (2002-2003)

* Responsible for adjudication and ongoing management of LTD claims.
* Exercised sound judgment with appropriate use of disability management and loss control programs and services.
* Maintained ongoing review of claimant’s condition and identify when appropriate cost containment programs could be utilized such as physical therapy, occupational therapy or rehabilitation therapy.
* Assessment of functional capacity in relation to job duties in making partial or total disability determinations.

**Consolidated Health Plan** 12/2000-11/2002

***Team Lead Claim Analyst***

* Adjudicate medical and dental claims for individual student policies.
* Handled sensitive cases in compliance with full HIPPA guidelines.
* Responded to all Department of Insurance complaints within the time guidelines provided by the state.

**Unicare Life and Health Insurance Company** 5/1977-7/2000

(formerly Massachusetts Mutual Life Insurance Company)

***Benefit Review Specialist***

* Customer service consultant for 6 TPA (Third Party Administrator) accounts. Reviewed contract issues, complex surgical claim issues and legislation regarding correct claim payment.
* Transplant coordinator for all participants in the Transplant Specialty Program.
* Responded to all Department of Insurance Complaints with complete and accurate responses with the timeline required by the state.

**Education**

Asnuntuck Community College 5/2012

Certified Professional Coder

High School of Commerce 1977

Business Course