Tara McNeal

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New Haven, CT. 06519

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**Objective**   
To secure a position with an organization with a stable environment that will lead to a lasting relationship in the field of healthcare, with the opportunity for advancement.

**SUMMARY** Health insurance professional with experience in utilization review and case management in a managed care setting. Working knowledge of medical terminology, ICD-9 and CPT-4 coding, and disease categories and services provided in an ambulatory and institutional setting.

I have the ability to interact professionally and possess excellent customer service and interpersonal skills. In addition, my analytical and problem-solving skills are a reflection on the success of my team.

**SKILLS** Microsoft Office, Microsoft word, Microsoft Windows, IMAX, Reflections, AS400 System, Microsoft Suite, Excel, Unity,CDS.

**EXPERIENCE: Health Net of the Northeast Shelton CT, 06484**

Disease Management Assistant II

* Manage triage process and prioritization of cases to meet required turnaround times
* Compile and/or complete documentation and correspondence reflecting activities, ensuring accuracy, completeness and conformance to standards
* Support the operational activities of the CM/DM department
* Expedite access to appropriate care for members with urgent or immediate needs for the review process

Vendor Recovery / Cash Specialist Claim Representative 2005-2010

Responsible for reviewing the patients accounts’ financial activities for accuracy of coding, charge posting, of patient payments, and reviewing daily cash deposits

* Handle provider refund checks by posting and applying to open accounts for overpayment of claims
* Research claim status of open vendor accounts
* Work with claim adjustment team to resolve issues
* Apply cash to outstanding account receivables; issue check refunds
* Enter each transaction for a specific check into Vendor Recovery database in preparation for month-end

Provider services unit/ lead representative II

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* Certified in keynomics key-stroke program
* Review and reprocess provider and customer claims
* Research claims according to established policies and procedures
* Effectively communicate verbal benefits to members and providers
* Investigate customer and provider complaints and concerns and initiates appropriate action to ensure they are resolved in timely manner timely
* Answer and resolve escalated calls from providers and customers
* Analyze and determine the need for codes processed based on medical necessity that are to be processed

###### Federal Express

##### **North Haven, CT 06473**

##### Courier/ Customer Service 2000 - 2004

* Prepare packages for on time delivery
* Process incoming parcels with electronic tracking device
* Record all daily activities and maintain accurate computerized data through das unit systems
* Perform receptionist and secretarial duties
* Inspect federal express truck daily for maintenance safety

###### Saint Raphael’s Hospital

###### New Haven, CT 06511

##### Clinical Care Technician/ Operating Room Assistant 1996 - 2005

* Provide and assist patients with daily living activities
* Prepare patients for surgical procedures
* Schedule follow-up visits for patients for aftercare services
* Document daily information in ulticare patient information system

**Education**

**Gateway Community College**

**North Haven, CT 06473** 2011 Graduate Candidate

Medical Billing and Coding Certification

**West Rock Development Corporation**

**New Haven, CT 06515**

Electrocardiogram Certificate Program 1997

Phlebotomist Technology Certification

Educational Training Incorporated Hamden, CT 06514

Certified Nursing Assistant Certification, 1994