**KIM YEARGAN   
32 Sunset Drive, Derby, Ct 06418   
203 734-0813 email:** [**kewy@sbcglobal.net**](mailto:kewy@sbcglobal.net)

**DILIGENT TEAM PLAYER OFFERING EXTENSIVE MEDICAL ADMINISTRATIVE AND CUSTOMER SERVICE EXPERIENCE**

**PROFILE**

Well-organized and proficient at multitasking and prioritizing. Detailed-oriented, accurate and focused, Highly effective communication skills, verbal and written. Outstanding customer service aptitude. Excellent interpersonal skills. Easily establish rapport and trust. Troubleshooter adept at identifying problems and implementing solutions. Computer skills include Word, Excel and Outlook Knowledge

**CORE SKILLS**

ICD9 CM Coding, CPT4 Coding, HCPCS Level II, Medical Terminology, Receptionist, Claims Processing, Electronic Data Enterchange, Authorizations (Precerts, Preauts), Medical Billing (Accounts Receivables, Accounts Payables), Proficient in Medicare, Medicaid, Tricare, Worker’s Compensation, Private Insurance, HMO and Manage Care Insurances

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**EMPLOYMENT HISTORY**

2009 – 2009 Healthnet Insurance Company

**Customer Service Representative**

* Answered inbound calls in support of customer needs
* Member Health Insurance benefits
* Provide information regarding providers within the Network

2008-2009 3PL Worldwide

**Customer Service Representative II**

* Handled and resolve customer complaints
* Processed orders, forms, applications and requests
* Performed queries in multiple databases.

2007-2007 Yale University

**Data Entry II**

* Knowledge in IDX System
* Medical Coding of Diagnosis on Encounter Forms
* Entered Motor vehicle and Workers Compensation cases

2005-2006 Disability Resource Network

**Medical Receptionist**

* Processed Payroll, A/R, A/P using QuickBooks
* Answered Telephones, scheduled appointments
* Handled all customer complaints and inquiries

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**EDUCATION**

TRAINING DIRECT, Bridgeport, CT, 2010

**Medical Billing and Coding – Certificate of Completion**

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**REFERENCES GLADLY FURNISHED UPON REQUEST**