|  |  |  |  |
| --- | --- | --- | --- |
| 196 CAMPFIELD AVE HARTFORD,CT 06114 (860-816-2989) lbker@yahoo.com | | | |
| LAURA BAKER  l | | | |
| Objective | | | |
| More than seven years in the Healthcare industry with varied experience as a Benefit claims processor/ Billing and Collection representative. Strength includes accuracy, attention to detail, workflow production, research and problem solving, heavy customer service inter-action. | | | |
| Experience | | | |
| 2007-2010 | | Advanced Behavioral Health | Middletown, CT |
| Sr. Claims Examiner  * Process Mental Health and Substance Abuse claims/Adjusted clinical reductions * Review and resolved all pended /reconsideration request * Understands the guidelines and policies for other Insurance(Coordination of Benefits) | | | |
|  | | | |
| 2005-2007 | | Advanced Behavioral Health | Middletown, CT |
| Claims Examiner  * Data Entered/Verified Claims for adjudication * Reviewed denials for accuracy * Manual/Electronic adjustment | | | |
|  | | | |
| 2003-2004 | | Healthsouth | Farmington, CT |
| Medicare/Commercial Patient Account Rep.  * Managed online database for correction and appeals * Updated/Researched medical claims for billing process * Maintained customer care through phone calls, letters and faxes | | | |
|  | | | |
| 1997-2002 | | Aetna | Windsor, CT |
| Sr. Benefit Claim Specialist  * Processed medical claims to determine accurate adjudication * Utilized CPT codes, ICD-9 and Medical Terminology * Customer Service | | | |
| Education | | | |
| 1995-1996 | Data Institute Business School | | East Hartford, CT |
| Accounting  * Computerized Accounting certificate | | | |
|  | | | |
|  | | | |