

## ERWIN BOLHANO

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### PROFESSIONAL SUMMARY

Detail-oriented Insurance Verification Specialist with over 3 years of experience in U.S. healthcare and dental insurance settings. Skilled in verifying insurance eligibility, benefits investigation including deductibles, co-pays, co-insurance, and out-of-pocket costs. Proficient in handling pre-certifications, authorizations, and heavy phone communications with insurance companies and patients. Strong experience in using insurance portals, EMR/EHR systems, and Microsoft Office. Known for clear, concise documentation and maintaining strict confidentiality in fast-paced environments.

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### RELEVANT EXPERIENCE

#### TOA Global

##### Dental Insurance Verification Specialist | Apr 2024 – February 2026

- Verified dental insurance eligibility, coverage frequencies, waiting periods, and plan limitations across multiple insurance portals, including Medicare and Commercial plans.
- Entered insurance information accurately into the system and maintained detailed patient records to ensure clean billing and claim submissions.
- Coordinated with insurance carriers to resolve benefit discrepancies, obtain pre-authorizations, and confirm reimbursement status.
- Assisted patients by explaining coverage and addressing insurance/authorization issues prior to appointments.

#### Firstsource Solutions Ltd.

##### Healthcare Executive | Oct 2022 – Mar 2024

- Assisted provider offices with claim status inquiries, reimbursement updates, and pending requirements.
- Performed benefits verification, confirming eligibility, copays, deductibles, and coverage limitations.
- Conducted appeals follow-up, updating providers on outcomes, processing stages, and required supporting documents.
- Handling inbound and outbound calls with insurance carriers and provider offices to resolve claim issues.
- Documented all actions thoroughly in system notes to maintain accurate provider records.

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### CORE SKILLS

- Insurance Verification & Eligibility Checks
- Patient Benefits Analysis (Deductibles, Co-pays, Co-insurance)
- EMR / EHR & Practice Management Systems
- Patient Communication & Cost Explanation
- Strong Customer Service & Clear Communication
- Independent Remote Work & Time Management

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### EDUCATION

Bachelor of Secondary Education – Major in Mathematics  
Central Philippines State University