

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.

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