

Jasmine Cooks
207 Park Lane
Duncanville, Tx 75116
jasminecooks26@gmail.com
(972)6701997

Objective:

Seeking a career opportunity with a growing company where i can provide the best customer service and best health experience as possible.

Work Experience

Auto Collector

Sierra Auto Finance MID Stage - Dallas, TX

October 2017 to Present

Inbound and Outbound auto collector , collecting on accounts that's 31 to 60 days past due. My job is to try to bring the account current by setting up payment arrangements, offering deferment if the account is eligible, due date change etc that can help the customers loan stay current before it goes to late stage. Also set up repos and do skip tracing call references to get in touch with the customer.

Provider Resolution Specialist

UnitedHealth Group - Richardson, TX

July 2015 to October 2017

Answer incoming phone calls from healthcare providers (i.e. physician offices, hospitals, DME vendors and clinics) and identify the type of assistance needed by the provider (i.e. benefit and eligibility, claim issues, authorizations for treatment and explanation of benefits (EOBs).

- Provide first call resolution by resolving issues, navigating through the appropriate computer system(s) to identify the current status of the issue and provide appropriate response to caller.
- Process initial intake forms to submit to case management for treatment prior authorization request.
- Investigate claim inquiries; overpayments, underpayments, coordination of benefits, etc.
- Complete the documentation necessary to track provider issues and facilitate the reporting of overall trends.
- Meet the performance goals established for the position in the areas of: efficiency, call quality, provider satisfaction, first call resolution and attendance.

Appointment Scheduler

Maximus - Irving, TX-March 2014 to June 2015

Manage all incoming telephone calls, and outbound calls to schedule appointments for Veterans that's covered under the veteran choice program. I update patients demographics, provide accurate authorizations, contact veterans to confirm and update on appointments, and contact

the physician office to schedule and verify insurance coverage and audits.

Patient Access Rep

Renaissance Hospital

December 2011 to July 2013

Obtains current and accurate demographic and insurance information to register patients and verifies insurance coverage and eligibility via phone, fax, and/or on-line.

Responsible for assuring correct billing information and minimizing the reimbursement associated with providing care.

Verifies patient eligibility for insurance coverage, when applicable, and documents appropriate benefit levels for anticipated services. Determines

patient liability and advises patient of financial responsibility requirements per policy. Negotiates payment arrangements

Meet and exceeded production and dollars collected goals.

EDUCATION

Diploma in Medical Assistant

ATI - Dallas, TX

2011 to 2012

Education