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# Education and Vocational Training

**Med-E Learning Career Center *Irving, Texas***

### Medical Billing and Coding Specialist, Revenue Cycle Management 7/2017 to 11/2017

**Practical Hands on Training (CBCS Certification NHA)**

* Life Cycle of a Claim
* Front Desk/Patient Registration
* Insurance Verification
* Charge Entry
* Medical Coding ICD-10
* Claim Submission

# Relevant Skills

* Claim Follow-up and Claim Documentation
* Clearinghouse Correct Claims
* Denial Management
* A/R Reports
  + Certified in Medicare Billing by “The Medicare Learning Network” cms.gov
  + Business Information Management
  + Advanced Quantitative Reasoning
  + Excellent Customer Service Skills
  + Microsoft Office: Word, Excel, Power Point, Outlook, Access

**Professional Experience**

**Humana Inc., Irving, TX**

**Behavior Health Customer Service (LTE)** **11/2017-2/2018**

* Effectively and efficiently handle inbound calls from customers seeking to locate behavioral health providers.
* Multitasking by answering phones and maintaining telephone etiquette on computerized phone system, securing HIPAA standards.
* Verifying Medicare guidelines also answering questions all behavior health related questions.
* Display sensitivity to the cultural and linguistic needs of the member we serve.
* Advising Humana members of their behavior health benefits, copays, and deductibles in network, and out of network.

### Borden Dairy, Dallas, TX 12/2014-11/2017

**Customer Service/Order Entry**

* Create a positive client experience by using customer focused processed and skills to achieve business goals.
* Investigate, evaluate and settle issues with regulations and guidelines.
* Process orders, maintain an active diary on all files assigned and document interactions with all parties.
* Input orders in via AS400 and SAP
* Understanding each Business Unit from Florida, Conroe, Dallas, Austin, Omaha, Ohio and their particular needs as well as Wal-Mart, CVS, Walgreens

### Plano Synergy, Grand Prairie, TX 08/2014-11/2014 Customer Service/Order Entry

* Provide exceptional customer service and account management for “Big Box” stores
* Entering request for credits and returns
* Explained features, advantages and disadvantages of various warranties
* Answer questions on shipped items

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* Correspond with sales reps and completed appropriate forms
* File orders after they are completed
* Update pricing on invoices

### NTTA, Plano, TX 7/2013-8/2014

**CSCII**

* Respond to toll usage and inquiries
* Listen attentively to callers needs to ensure one call resolutions
* Entered payments into the accounting systems RITE/VPS system
* Read and interpreted customer and non-customer accounts
* Make changes to and update toll accounts in an equitable settlement instruct compliance with regulations and guidelines.
* Provide advice to other toll authorities outside direct reporting relationships on specific problems or general policies.

### Customer Service Representative/Lead

**All Around the World Services, Dallas, TX 10/2009-7/2013**

* Providing quality customer service to customers and associates inquiring about the availability of products or status of orders.
* Address and answer all customer inquiries and complaints pertaining to orders being handled
* Access electronic and paper cataloging systems to look up product information and availability.
* Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.

### Customer Service Representative

**Arbonne Int, Addison, TX 8/2008-10/2009**

* + Provided exceptional customer service and account management for consultants and their clients.
  + Resolved issues for reps via solutions queue for consulates inquire.
  + Ensure policy requirements are fulfilled, gathered information and completed appropriate forms.
  + Worked with Arbonne’s "New Consultants" explaining advantaged of consultant vs clients.
  + Assisted in the development of new policies and procedures.
  + Assisted in the training of new customer service representatives.
  + Performed market research surveys on customer needs and requirements.

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