**Lamona Smith**

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972-322-2714(cell)

**Qualifications Summary**

Highly personable customer service professionalwith years of experience of member, hospital, provider customer service calls,Claims, Benefits and Call-center operations in the insurance industry.

* Claim, benefit, referral , escalated issues, coordination of benefits and pre-certification.
* Managed Care Products-HMO, PPO, Traditional, Medicare, Blue Card, HSA, HCA, FSA.
* Microsoft Products, Typing, TenKey, Computer,Fax,Filing, Email, Quality, Audit,Reports.

**Professional Experience**

Blue Cross/Shield TX-Support Spec. III 2017 to 2018

* Benefits review setup/completion of paperwork, new, renewing and existing benefit contracts.
* Review online plan contracts, pricing, account product , policies, excel spreadsheets for accuracy.

Blue Cross/Shield TX-Acct. Spec. II 2013 to 2017

* Set up meetings, conference calls and Review paperwork contracts, structures, spreadsheets.
* Audit/monitor insurance account benefits. Conduct training on procedures, processes and quality.

Blue Cross/Shield TX-Acct. Spec. I 2010 to 2013

* Updated/processed benefit plans-PPO, Blue Choice,HMO, HSA, HCA, Traditional, Medicare.
* Respond to customer requests, process reports, discuss plans changes to customer satisfaction.

Blue Cross/Shield TX-Lead Cust.Sp 2004 to 2010

* Handled walk-ins , escalated issues, inventory, adjustments, refunds, pricing, billing.
* Monitor, quality review and audits calls, emails, correspondence, claims (HCFA 1500/UB92).

**Blue Cross/Shield TX-Tech. Spec. I** 2002 to 2004

* Providers verifications by phone or correspondence of pricing contract benefits.
* Review coding/ pricing of claims on procedure codes. Special projects with deadline due dates.

Blue Cross/Shield TX-Cust. Svc. Rep. 1996 to 2002

* Processed claims, c.o.b. (deductible, copay, coinsurance,lifetime max).Researched correspondence, legal, pre-certification and referral inquiries/questions.
* Open enrollment , EOB-Explanation of Benefits and any payments to provider questions.
* Adjusted, processed/resubmitted claims for groups/members/providers. Call back follow-ups.
* Answered inbound/high volume questions, checked referral/pre-certification.
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* Education and Training:
* Diploma · Bamberg American High School - Bamberg, West Germany
* Real Estate Certificate  · Cedar Valley Community college - Lancaster, Texas