Katrina C. Alegre

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Qualifications

- 6 years' experience in handling simple to the most complex claim cases by collecting and analyzing data, handles issue resolution to ensure department and customer needs are met.
- With good Analytical skills, ability to pay attention to details and have the ability to perform well in a fast-paces environment.
- Can work efficiently in a timely manner, strong multi-tasking skills and can easily adapt to changes.
- Experience in investigating and researching claims to determine or verify members' eligibility, benefit coverage and authorization. Processing claims includes receiving documentation, reviewing information and deciding if the claim is eligible for payment.
- Committed and willing to learn new information on an ongoing basis, can deal with frequent changes and comfortable asking for help when needed.
- Basic Troubleshooting, repair and maintenance skills in Hardware and Software

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Work Experience

Medical Claims Examiner   June 2015 – July 2018
Imagenet Inc.   Valero Tower, Valero Makati City

- Receive and process claims, in accordance with the policies and procedures of the Health Insurance
- Verify if the member is eligible for the services rendered
- Apply the applicable payment and coverage of the services rendered by the patient
- Oversees load balancing activities based on standing inventory levels to ensure that Turn-Around-Time (TAT) are met

- Provides coaching to other team members who has difficulty in certain area of work

Claims Benefit Specialist (Data Analyst)   June 2009 – December 2012
Accenture Inc.   Gateway Tower, Araneta Center, Cubao Quezon City

- Receive record and process all incoming claims, verify members' eligibility determines if coverage applies to claims submitted
- Determine if the claim is eligible for payment in accordance with the policies and procedures
- Provides immediate resolution regarding issues in claims processing using different systems
- Ensures the client Service Level Agreement (SLA) is met/exceeded
- Oversees load balancing activities based on standing inventory levels to ensure that Turn-Around-Time (TAT) are met
- Provides coaching to other team members who has difficulty in certain area of work
- Provides back-up support to processing teams/other platform, as needed
- Experience in doing reports – document all transactions and prepare weekly and monthly reports for submission to the client

On the Job Training   November 2007 – February 2008
Philippine National Police   NHQ PNP Camp Crame Quezon City

- Install different software applications
- Operate and maintain communication system to support PNP wide activities including control, communication security and services support
- Create and print reports
- Provide different data back ups

Skills
- Knowledge in Health Insurance Industry
- Analytical abilities
- Problem solving skills
- Detail Oriented
- Critical thinking skills such as reasoning, logic and judgment to solve a variety of coverage related issues
- Basic Troubleshooting, repair and maintenance skills in Hardware and Software

Awards and Recognitions

- Top Quality Performer in Claim Processing of Project Omega Accenture (June 2011 and July 2011)
- Top Performer in Production in Claim Processing of Project Omega Accenture (June 2011, July 2011 and August 2011)

Educational Background

Tertiary   **Bachelor of Science in Information Technology**
                          Manila Central University
                          Edsa, Caloocan City
                          2004 – 2008

Vocational   **Computer Hardware Servicing NC II**
                          Xavier Technical Training Center Corp.
                          October 2013 – January 2014

Secondary   **Manila Central University**
                          Edsa, Caloocan City
                          1997 - 2001