

# Mark Rendez Maranan

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## SUMMARY

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I have over 6 years of combined experience in retail, sales, and healthcare. More recently, I've been working as a Medical Billing Specialist. When I joined my first billing company, I was promoted to Team Lead, where I gained expertise in insurance verification, claim submission through both paper and electronic methods, claim follow-ups including appeals, payment posting, payment reconciliation in spreadsheets, and client reporting. Since September 2024, I've transitioned to freelancing for medical billing companies, working with multiple clients. I specialize in revenue cycle management processes, and I'd be happy to connect and discuss how I can help your business.

## EXPERIENCE

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### *Freelancing, Revenue Cycle Management Specialist / Payer Implementation Specialist*

*Sep 2024 - Present*

Claims follow-up (And appeals)

Verification of Benefits (Insurance eligibility and Benefits)

Posting patient and Insurance payments accurately to ensure claims are up to date and ready for AR team follow-up.

Checked upcoming appointments to confirm copays, coinsurance, and insurance before patient visits

Sending out patient. Consent form notifications via email and SMS.

Monitored and evaluated payer processing alert emails; escalating critical updates to EPS, CMD, and DCR support managers for timely client communication.

Performed manual claims transmission for specific payers requiring non-automated submission methods.

Reconciled rebate invoices between trading partners and internal systems to ensure accurate fee tracking, maintain budget integrity, and keep records up to date

Reviewing and updating payer enrollment forms to ensure accuracy and support a smooth workflow for the enrollment team.

### *Microsourcing Philippines, Revenue Cycle Management Specialist*

*Mar 2023 - Aug 2024*

Verify insurance eligibility and benefits.

Bill out services using basic CPT coding and modifiers.

Handle rejected or denied claims (AR).

Perform payment posting (Pulling EOB from different Portals such as Availity, and other Insurance Portals).

Analyze monthly collections reports.

Proficient in utilizing EHRyourway(EHR), Kareo/Tebra, CollaborateMD.Payment posting (Posting Insurance and patient payments, Including pulling up EOBs and Reconciliation)

Reaching out to patient and providers in regards with their balances.

Receiving inbound calls from a provider in regards with their claim disputes.

### *Microsourcing Philippines, Revenue Cycle Management Team Lead*

*Sep 2023 - May 2024*

### *Cardinal Health International Philippines, Sr Rep, Customer Service Ops – Voice*

*Feb 2021 - Dec 2022*

Skilled in providing phone-based customer service, including handling customer orders, tracking deliveries, and processing payments.

Experienced in healthcare accounts, with a focus on medical supplies and insurance verification/benefits, and able to communicate effectively with doctors, nurses, and home healthcare staff.

Able to assist customers with their medical supply and prescription orders, answering questions and resolving any issues that may arise.

Responsible for ensuring accurate billing and payment processing, and maintaining detailed records of customer interactions.

Able to multitask and prioritize effectively, ensuring that all customer needs are met in a timely and efficient manner.

### *24/7 AI Philippines, Customer Service Ops – Voice*

*Oct 2018 - Dec 2020*

Experienced in assisting customers with online ordering, including helping customers navigate the online ordering process and answering questions about product availability, pricing, and shipping.

Skilled in providing order status updates, including tracking orders and providing estimated delivery times.

Proficient in online payment processing, including handling credit card payments and ensuring accurate billing and transaction records.  
Familiar with e-commerce platforms such as Lazada or Amazon, and able to leverage this knowledge to provide the best possible customer experience.  
Capable of troubleshooting technical issues related to online ordering, and able to work with technical support teams to resolve any problems that may arise.

## EDUCATION

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*St. John Bosco Institute of Arts and Science*  
*Associate Degree • Information Technology • Jun 2015 - May 2017*

## SKILLS

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A skilled multitasker with the ability to handle multiple responsibilities and projects simultaneously, without sacrificing quality or attention to detail. Able to work effectively under pressure, remaining calm and focused in fast-paced or challenging situations. A team player who values collaboration and enjoys working with others to achieve shared goals, contributing to a positive and supportive work environment. Passionate about providing excellent customer service and delivering high-quality results, taking pride in a job well done and striving for continuous improvement. Open to learning new skills and taking on new challenges, with a growth mindset that values personal and professional development.