

Abigail Feliciano

Medical Insurance Coordinator - Walgreens Corporate

Orlando, FL

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Authorized to work in the US for any employer

WORK EXPERIENCE

Medical Insurance Coordinator

Walgreens Corporate - Orlando, FL -

2013 - Present

- Reviewed incoming third-party insurance information.
- Coordinating and analyzing medical policy claims liaising the eligibility and approvals of medical requisitions at a national level. Conveying to patients and health care professionals queries regarding paid or unpaid claim status, maintaining strict confidentiality related to medical records and other medical data.
- Oversee the processing and submission of Major Medical claims.
- Researched and resolved claim processing issues for commercial and government plans.
- Promote the value of the company through excellence as an Insurance Coordinator
- Perform Pharmacy Technician duties as needed for related Specialty medications.

Family Service Counselor

Service Corporate International - Orlando, FL -

2005 - 2009

- Responsible for coordination of diverse types of funeral services, and cemetery arrangements for individuals or their love ones, according to state and national requirements.
- Advanced communicator and cultivator of key relationships with all levels of personnel, clients, businesses, and executive managers.
- Collect, stored and create data base of insurance policies and legal contracts and ensure procurement of the documents.
- Organized, designed and presented educational seminars promoting company services.
- Institute creative programs for recruiting clients.
- Prepared and organized company trade and marketing events of various types.

Service Department Coordinator and Trainer

Patterson Dental, Inc. Lk Mary, FL -

1999 - 2005

- Coordinate and support the projects and request of services, ensuring provision of excellent client services at all times.
- Manage core training programs and their execution.
- Manages clients' accounts in terms of sales and services.

- Provided support to all high level accounts and monitored all activities.
- Perform monthly billing analysis and inventory audits.
- Managed all inquiries and resolved issues ensuring optimal customer satisfaction.
- Represent the department in meetings, and disclose to the team new company procedures and protocols.

EDUCATION

Bachelor in Medical Assisting

The National Institute of Health

Public Notary of the State of Florida

Health Service Management

University Medal of Honor

SKILLS

ACCOUNTS RECEIVABLE, ADMINISTRATIVE ASSISTANT, CREDIT, MEDICAL TERMINOLOGY, MULTITASKING

ADDITIONAL INFORMATION

Related Skills

- Outstanding time management skills
- Ability to work with a diversity of people
- Knowledge of medical terminology and clinical procedures
- Skilled in managing both accounts receivable and payable effectively
- Excellent communication, computer and multitasking skills
- Over 10 years' experience working as a Medical Service Assistant
- Over 14 years' experience working in the Business Administrative Assistant field.