

VANVAN MATUNHAY

Prior Authorization Specialist – Interventional Pain Management Practice

HIPAA-Certified | US Healthcare | Remote (US Time Zone Aligned)

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PROFESSIONAL SUMMARY

I help Interventional Pain Management clinics stop losing money to insurance delays and denials. With 2+ years of US healthcare experience, I take full ownership of prior authorizations across Medicare, Medicaid, and commercial payers—delivering faster approvals, cleaner submissions, and uninterrupted procedure schedules.

PERFORMANCE METRICS

- 95%+ initial authorization approval rate
- 24–48-hour average submission turnaround
- 30–40% reduction in denials through LCD/NCD-aligned documentation
- 100% HIPAA-compliant workflows

CORE EXPERTISE

- Prior Authorizations (Procedures & Medications)
- Interventional Pain Management Workflows
- Medicare, Medicaid & Commercial Payers
- LCD / NCD Policy Compliance
- CPT, ICD-10 & Modifier Accuracy
- Denial Prevention, Appeals & Retro Authorizations
- Peer-to-Peer Coordination
- Insurance Verification & Benefits Review

PROFESSIONAL EXPERIENCE

Prior Authorization Specialist – Interventional Pain Management Practice

East Carolina Anesthesia Associates | Southeast Pain & Spine Care

HomeSourced Inc. | January 2025 – Present

Remote (US Healthcare)

- Manage end-to-end prior authorizations for spine, joint, nerve, and advanced pain procedures
- Submit LCD/NCD-aligned requests to Medicare, Medicaid, Tricare, and commercial payers
- Ensure accurate CPT, ICD-10, and modifier application per payer policy
- Track procedure history to comply with frequency and coverage limitations
- Prevent denials through precise documentation and guideline-driven submissions
- Handle appeals, retro authorizations, and peer-to-peer coordination
- Process medication prior authorizations using CoverMyMeds
- Maintain consistent payer follow-ups to secure timely approvals

Customer Service Associate – US Health Insurance

Highmark Blue Cross Blue Shield (PA & DE)

Concentrix CVG | December 2022 – May 2025

Remote (US Healthcare)

- Verified insurance eligibility, benefits, and cost-sharing details
- Supported authorization, claims, and payer inquiry workflows
- Documented interactions accurately within healthcare systems and EHRs
- Maintained strict HIPAA compliance and data security standards
- Coordinated with providers, clinics, and payer representatives to resolve issues efficiently

SYSTEMS & TOOLS

- EHR: eClinicalWorks (eCW)

Payer & Authorization Portals:

- Availity
- UHC
- UMR
- Blue E
- Carelon
- EviCore
- Cohere
- Evolent
- CoverMyMeds
- Other payer specific portals

Productivity & Communication:

- Zoom
- ChatGPT
- Copilot
- RingCentral
- Adobe Acrobat
- Google Workspace (Sheets, Drive, Docs, Chat, Gmail)
- Microsoft office 365 (Excel, PowerPoint, Words, Outlook, Teams)

INSURANCE EXPERIENCE

- Aetna
- Cigna
- Humana
- UnitedHealthcare
- Medicaid (All States)
- Medicare & Medicare Advantage
- BCBS (TX, MA, PA, DE, AR, AZ, NC)
- Other Major Commercial Payers

EDUCATION & CERTIFICATION

Senior High School Diploma – Technical Vocational Livelihood (TVL)

San Agustine National High School – Sagbayan, Bohol

HIPAA Compliance Certification

Sound Pain Alliance | MedTrainer

Completed: 02/04/2026

Verify via: medtrainer.com/verify

Verification code: d11d5917-5908-40a0-bec6-7e15d39621b4

PROFESSIONAL CHARACTER REFERENCES

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