1. Customized health insurance programs to suit [Number] individual clients, boosting sales [Number]%.
2. Used [Software] to post medical charges, payments and adjustments.
3. Performed needs analysis to obtain information required to make appropriate health insurance product recommendations.
4. Answered [Number] inbound calls per [Timeframe] from existing and future policyholders to answer inquiries and discuss insurance options.
5. Used [Software] and [Software] to maintain new and existing accounts.
6. Developed [Type] and [Type] marketing strategies to create leads, boosting sales [Number]%.
7. Scanned, received and sent faxes to appropriate departments, including insurance claims, co-pay assistance information and patient documentation.
8. Used [Software] to process [Number] benefit transactions per [Timeframe].
9. Verified insurance coverage by telephone and online to guarantee proper reimbursement of benefits and estimate patients' financial responsibilities.
10. Explained features, disadvantages and advantages of [Number] policies to promote insurance sales.
11. Upsold additional products and services after identifying customer needs and requirements.
12. Determined financial needs by assessing existing coverage and aligning new products and services with long-term goals.
13. Managed modifications by detecting and correcting coding errors, decreasing error rates [Number]%.
14. Presented financial well-being education to groups of over [Number] people to cultivate new business and increase financial knowledge of customer base.
15. Contacted insurance companies to discuss and resolve unpaid claims and incorrectly paid claims.
16. Worked to accommodate new and different insurance requests and explored new value opportunities to optimize insurance agency reputation.
17. Created sources for continuous client referrals within community and with businesses using [Skill] and [Skill].
18. Supported [Number] underwriters with customer accounts valued around $[Amount], using [Skill] and [Area of expertise].
19. Approached potential clients by using direct marketing techniques, including mailings and phone contacts.
20. Scheduled fact-finding appointments and consultations to determine client needs and overall financial situations.