1. Communicated verification and authorization status updates with [Type] department to facilitate decision-making for patient admissions and insurance coverage.
2. Presented insurance options to customers in order to close sales on new policies.
3. Acted as [Type] subject matter expert, answering internal and external questions and inquiries.
4. Processed [Number] invoices each [Timeframe] and mailed documentation to clients.
5. Communicated effectively with staff, including members of operations, finance and clinical departments.
6. Drove operational improvements which resulted in savings and improved profit margins.
7. Maintained confidentiality of patient finances, records and health statuses.
8. Coordinated with contracting department to resolve payer issues.
9. Tracked all pending authorizations to resolve discrepancies and avoid revenue loss.
10. Reviewed outstanding requests and redirected workloads to complete projects on time.
11. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
12. Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
13. Increased customer satisfaction by resolving [product or service] issues.
14. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
15. Managed team of [number] employees, overseeing hiring, training, and professional growth of employees.
16. Resolved problems, improved operations and provided exceptional service.
17. Developed team communications and information for meetings.
18. Developed and maintained courteous and effective working relationships.
19. Proved successful working within tight deadlines and fast-paced atmosphere.
20. Served customers in a friendly, efficient manner following outlined steps of service.