

ROBERT SMITH

Appeals Coordinator

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To provide excellent work ethics, through knowledge and experience; along with excellent customer service skills and offer a deep understanding of confidentiality.

CORE COMPETENCIES

MS Office, MS Excel.

PROFESSIONAL EXPERIENCE

Appeals Coordinator

ABC Corporation - June 1994 – September 2005

Key Deliverables:

- Verify participant eligibility; plan documents and rules for preparation of appeal.
- Contact physicians, participants and other insurance companies via phone, fax or email to obtain pertinent information for preparation or resolution of appeal.
- Work with physicians to negotiate discounts and write-offs.
- Maintain clear and concise information on all files.
- Compose appeal and prepare file to be sent to Trustees.
- Prepare approval, denial and resolution letters for participant and physicians.
- Keep accurate account of appeals received daily.

Appeals Coordinator

ABC Corporation - 1990 – 1994

Key Deliverables:

- Brooklyn Heights, Ohio Triaged mail and determined which category work fell into.
- Maintained detailed records of inventory on cases.
- Researched appeal cases for presentation to committee for review.
- Ran point on multi-person, multi-case committee meetings where appeals were voted on.
- Wrote acknowledgement, uphold and denial letters regarding appeal cases.
- Reviewed and responded to Department of Insurance inquires.
- Handled incoming calls and made outreach when necessary..

EDUCATION

Certification in Advanced - (Southwest Technical College)

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