



JAMES CLARK

Appeals Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Claims Processing



Stakeholder Engagement



Critical Thinking



Negotiation Skills



Conflict Resolution



🚀 INTERESTS

🔧 DIY Projects ✂️ Crafting

🧘 Meditation 🏛️ History

👊 STRENGTHS

🌿 Humility 💡 Innovation

👁️ Insightfulness ✅ Integrity

🗣️ LANGUAGES



English



Italian



Japanese

🌟 ACHIEVEMENTS

🌟 Successfully resolved over 95% of claims appeals, improving client satisfaction ratings.

🌟 Streamlined the documentation process, reducing appeal processing time by 20%.

👤 PROFESSIONAL SUMMARY

Results-oriented Appeals Representative with 5 years of experience in efficiently processing and resolving complex claims. Adept at analyzing documentation, ensuring compliance with regulations, and collaborating with stakeholders to enhance service quality. Passionate about delivering exceptional client experiences while streamlining operational workflows.

💼 WORK EXPERIENCE

Appeals Representative

📅 Jan / 2021-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Reviewed and assessed incoming appeal requests to determine validity and required actions.
2. Redirected misdirected requests to the appropriate departments for timely resolution.
3. Verified patient eligibility and gathered essential documentation for claims processing.
4. Collaborated with Appeals Pharmacists to ensure accurate review and decision-making.
5. Completed claims paperwork and documentation with precision and attention to detail.
6. Monitored and tracked the status of claims to ensure timely follow-up and resolution.
7. Organized, categorized, and sorted incoming documents for efficient processing.

Appeals Representative

📅 Jan / 2020-Jan / 2021

Summit Peak Industries

📍 Denver, CO

1. Coordinated follow-up on unpaid claims, enhancing recovery processes.
2. Revised and processed insurance claims submitted for appeal by beneficiaries and providers.
3. Ensured compliance with predetermination requirements for claims payment eligibility.
4. Maintained high-quality standards and productivity metrics in claims appeals.
5. Communicated effectively with beneficiaries and providers to clarify decisions.

🎓 EDUCATION

Bachelor of Science in Health Administration

📅 Jan / 2019-Jan / 2020

University of Southern California

📍 Denver, CO

Focused on healthcare management and regulatory compliance.