

AMELIA MOORE

Authorization Coordinator

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PROFESSIONAL SUMMARY

Dedicated Authorization Coordinator with over 2 years of experience in processing medical authorizations and ensuring compliance with healthcare regulations. Proven ability to manage referral processes, enhance patient care, and streamline administrative workflows. Committed to delivering exceptional service to healthcare providers and patients alike, while continuously improving operational efficiency.

WORK EXPERIENCE

Authorization Coordinator

Quantum Solutions LLC

📅 Mar / 2024-Ongoing
📍 Phoenix, AZ

1. Managed daily processing of TRICARE referrals, providing guidance to personnel on complex cases.
2. Addressed escalated inquiries related to referrals and authorization letters, ensuring timely resolution.
3. Logged and tracked notifications and provider statuses, assessing the necessity for each.
4. Delivered outstanding customer service, consistently meeting productivity and quality standards.
5. Assisted in managing incoming faxes and emails, completing routine tasks independently.
6. Evaluated and recommended improvements to existing processes for enhanced efficiency.
7. Collaborated with providers to resolve contracting issues, ensuring proper routing to specialists.

Authorization Coordinator

Lakeside Apparel Co

📅 Mar / 2023-Mar / 2024
📍 Chicago, IL

1. Processed authorizations for medical services, ensuring compliance with insurance policies.
2. Supported nursing staff in researching prior authorizations to verify medical necessity.
3. Communicated with provider offices to gather necessary information for authorization completion.
4. Documented authorization data accurately in benefit management systems.
5. Facilitated the scanning and entry of authorization logs into management systems.
6. Assisted the Utilization Management team with prior authorization research and data analysis.

EDUCATION

Associate of Applied Science in Health Administration

Community College of Philadelphia

📅 Mar / 2022-Mar / 2023
📍 Denver, CO

Focused on health services management and administrative practices.

SKILLS

Healthcare Data
Management

Patient Advocacy

Medical Billing And Coding

Claims Processing

ACHIEVEMENTS

- ★ Achieved a 95% authorization approval rate by meticulously reviewing and processing requests.
- ★ Reduced average processing time for referrals by 20% through effective workflow management.
- ★ Implemented a new tracking system for authorization requests, enhancing team efficiency.