Authorization Representative

ROBERT SMITH

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Objective

5+ years of business, administrative, and customer service experience. Ability to quickly build rapport and establish trust. Recognized for professionalism, positive mental attitude, commitment to excellence, and demonstrated ability to communicate and interact effectively with senior management, associates, and customers.

Skills

Microsoft, Customer Service, Bilingual in English and Spanish.

Work Experience

Authorization Representative

Radiology Imaging Associates - August 2013 – May 2017

- Responsible for accurate and timely authorization/pre-certification and verification of benefits with insurance payers.
- Perform quality control on new accounts and charge orders.
- Obtain daily coversheets or paperwork for accounts to be worked or entered into the billing system working as a team with staff members to ensure the accurate and timely selection of open charge orders.
- Review and verify all insurance requests within 24-hours of receipt.
- Demonstrate a strong working knowledge of billing system functions to effectively execute job duties.
- Possess strong working knowledge of ICD-10, CPT, and HCPCS codes and HIPAA laws.
- Performed computerized scheduling and pre-registration duties by answering phones in the call center providing service to clients and patients by scheduling and confirming appointments, disclosing relevant information regarding billing, exam preparation, directions, etc.

Authorization Representative

Delta Corporation - 2009 – 2013

- Authorized and declined customers checks for various retail services.
- Provided the utmost professional information to retail merchants or customers.
- Answered incoming calls with sense of urgency.
- Handling and organizing sensitive documents, performing data entry and operating company software, calling and answering client calls, organizing and .
- Duties include assist departments in providing initial contact between referring/rendering providers and NIA via telephone; responsible for data .
- Inbound phone calls from doctors and Medicaid/Medicare recipients; filled out special forms to authorize medication; answered insurance questions .
- Authorization Rep Process Authorization request for radiology procedures, record keeping enter all information into computer, quality control; .

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Education

Associates - (College of Southern Maryland)

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