

ROBERT SMITH

Authorization Representative

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Customer-focused with a proven capacity to troubleshoot issues to ensure customer satisfaction. Highly experienced in a high call volume environment with superior computer and customer service skills. High customer service standards Conflict resolution proficiency Strong organizational, writing, and verbal skills Knowledge of electronic health record database maintenance with a high level of problem-solving skills.

EXPERIENCE

Authorization Representative

ABC Corporation - FEBRUARY 2005 - APRIL 2005

- Provided assistance to providers and members or their representatives via telephone or correspondence concerning eligibility, selection of primary care physicians, and claims.
- Answered a high volume of inbound calls in a prompt, professional, courteous, and helpful manner.
- Screened and directed calls to appropriate staff members/departments.
- Responded to routine requests for information on eligibility and coverage.
- Demonstrated comprehensive knowledge of Health Plan Benefits and the various departmental functions.
- Analyzed and identified concerns/issues and referred them to the appropriate department when necessary.
- Assisted physicians with obtaining prior authorizations for various imaging procedures from patients health carriers.

Authorization Representative

Delta Corporation - 2004 - 2005

- Assists customers, contractors, and/or business partners via inbound and outbound telephone calls, written correspondence and/or electronic .
- Responded to high volume of inbound calls for radiology services.
- Interacted with physicians and health plans to coordinate effective service for members.
- Extensive knowledge of CPT and ICD-9 coding.
- answer multi lines on Cue Date entry, authorize radiological services.
- Review patients Medication coverage Outbound calls to patients and Doctors.
- Review patient medication coverage Handle inbound and outbound calls Contact doctors and pharmacist by email or fax.

EDUCATION

- Associates of Arts in Health care administration - October 2014(University of Phoenix (Online) GPA 3.8 - Sacramento, CA)

SKILLS

Proficient In Microsoft Office, Office 365, Windows 10, Type 50+ Wpm, Knowledge And Understanding Of HIPAA Regulations.