

EMMA JOHNSON

Benefits Investigation Specialist

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PROFESSIONAL SUMMARY

Skilled Benefits Investigation Specialist with two years of experience in efficiently verifying and analyzing employee benefits. Adept at resolving inquiries and ensuring compliance with regulations while enhancing customer satisfaction. Committed to leveraging analytical skills and attention to detail to improve benefits administration and support organizational goals.

WORK EXPERIENCE

Benefits Investigation Specialist

WidgetWorks Inc.

📅 Mar / 2024-Ongoing
📍 Denver, CO

- 1. Conducted thorough inquiries into patient benefits, ensuring accurate data entry for coverage documentation.
- 2. Collaborated with public and private payers to resolve insurance inquiries, facilitating seamless client service.
- 3. Maintained comprehensive records of patient benefits, contributing to efficient claims processing.
- 4. Utilized analytical skills to assess and streamline benefits processes, promoting efficiency.
- 5. Provided training and support to new team members, enhancing team performance.
- 6. Developed reports detailing benefits utilization for internal review and compliance.
- 7. Actively engaged with clients to address benefits-related concerns, ensuring high levels of satisfaction.

Benefits Investigation Specialist

Lakeside Apparel Co

📅 Mar / 2023-Mar / 2024
📍 Chicago, IL

- 1. Verified insurance coverage for new and existing patients, ensuring accurate benefits information.
- 2. Collected and analyzed data to determine patient eligibility for various benefit programs.
- 3. Updated and maintained databases with current patient and payer information to enhance service delivery.
- 4. Trained personnel on best practices in benefits verification and customer service techniques.
- 5. Provided exceptional service to patients, healthcare professionals, and insurance representatives.
- 6. Utilized specialized software to support benefits investigation and reporting processes.

EDUCATION

Bachelor of Science in Health Administration

University of California

📅 Mar / 2022-Mar / 2023
📍 Phoenix, AZ

Focused on healthcare management principles and benefits administration.

SKILLS



ACHIEVEMENTS

- ★ Achieved a 95% accuracy rate in benefits verification within the first year.
- ★ Streamlined benefit inquiry processes, reducing response time by 30%.
- ★ Successfully trained 5 new employees on benefits investigation protocols.