ROBERT SMITH

Jr. Benefits Verification Specialist

E-mail: info@qwikresumc.com **Phone:** (0123)-456-789

SUMMARY

Seeking an Office Administration Specialist position related opportunity where professional and educational skills may be utilized within a reputable company in a positive environment.

SKILLS

Accounts Receivable, Customer Service, EDI, Order Processing, Commercial Collections.

WORK EXPERIENCE

Jr. Benefits Verification Specialist

Triplefin - July 2010 – 2011

- Provide dedicated, personalized support delivered over the phone and via our online portal.
- Complete investigation of insurance benefits, including information about coverage and out-of-pocket costs; Provide answers to questions about insurance coverage while completing Benefit Verifications for patients.
- Collaboration with patient and doctor to assist with issues related to payments, Reimbursements, payment denials, and appeals and Prior Authorizations.
- Respond to inquiries from customers, sales representatives and business partners, and follow up on requests in a timely, courteous and professional manner.
- Maintain a positive attitude and a helpful approach to customers and clients.
- Enter orders, change orders, track shipments, and enter customer notes as appropriate to complete the customer/consumer transactions.
- Assist in training of new employees and special projects as required Accomplishments Maintained above 90% quality rating.

Benefits Verification Specialist

Delta Corporation - 2008 – 2010

- Utilized knowledge of healthcare regulations and company policy to gather pertinent information from insurance companies to confirm customer benefits.
- Communicated with physician offices regarding the status of prescribed medication.
- Managed prior authorizations as needed.
- Comprehensive knowledge and understanding of medical insurance and how to obtain information from insurance companies Obtain private, government.
- Contacted various payers in an effort to verify eligibility and benefits Update patient benefits information into the Patient Plus database for Lash.
- Maintain the client contact database; as well as document all activity correctly and in a timely manner in a CRM system.
- Receives general guidance with respect to overall objectives; operates within the division or department policy guidelines using independent judgment in.

© This Free Resume Template is the copyright of Qwikresume.com. Usage Guidelines

SCHOLASTICS

- Business Management - 2004(National American University)

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**