

Robert Smith

Cash Poster

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SUMMARY

9+ years of experience as a Cash Poster with quality assurance, employee and client education, and customer service to ensure performance goals are achieved while meeting or exceeding client standards.

SKILLS

Microsoft Office Suite - Word, Access, Excel, Outlook, And PowerPoint, IEX Call Management System, DC4 (database Used For Dependent Eligibility), Type At 65 Words Per Minute, Shortel, SAP, Crystal Reports Point, And People Soft.

WORK EXPERIENCE

Cash Poster

Builders Insurance Group - May 2014 - Present

- Responsible for posting payments to the insurance policies submitted by the insureds including both paper checks and online payments.
- Processing return payments which include reversing the payment posted and advising the account representatives of the returned payment so that the insured can be advised to submit another payment.
- Processing refunds for previous year insurance policies which include verifying that there is no money owed on another policy, that a current policy is not past due, and contacting the insured if the refund needs to be transferred to another policy instead of a check being sent.
- Balance the daily cash flow spreadsheet to ensure that the money that went to the bank matches the money keyed into all of the policies.
- Responsible for keying the payroll information for the monthly self-report insurance policies and ensuring that the information is correct so as to generate an accurate bill for the insured to pay.
- Responsible for entering patient demographics and visits on a daily basis.
- Analyzes any credit accounts to determine if a refund should be processed. Processes any necessary refunds.

Call Center Representative Level II

HMS - January 2009 - April 2014

- Provider of dependent eligibility verification audits for employer-sponsored health insurance.
- In compliance with HIPPA regulations review employee-submitted documentation to verify dependent eligibility for health insurance benefits coverage.
- Handle incoming calls from employees regarding the status of dependent documentation.
- Place outgoing calls to employees to complete file and obtain documentation needed to substantiate employee and dependent eligibility for benefits coverage.
- Record eligibility data into a proprietary software application ensuring documentation received is entered accurately and note in detail any additional necessary information.
- Prepare letters to advise employees of additional required information to verify coverage eligibility.
- Oversight and quality control review and correction (as necessary) of files worked by processors.

EDUCATION

B.A. in Finance - December 1997(Florida Atlantic University)