# Claim Examiner/Representative

# ROBERT SMITH

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## Objective

Superior Health Service Professional and Administrative Assistant with a proven work ethic and ability to establish rapport with customers.

## Skills

Technical Skills, MS-Excel.

## Work Experience

### Claim Examiner/Representative

**ABC Corporation** - January 2011 – January 2016

- Process claims timely and accurately in full accordance of Medicare-Medicaid guidelines, as well as guidelines set forth by the Health Plan.
- Alert management promptly of any identified issues that impact quality and production.
- Meet or exceed quality and production standards set forth by management.
- Identify and elevate potential Coordination of Benefits.
- Monitor and follow up on pending claim activity timely and accurately.
- Provide phone back-up for the Customer Service department as needed.
- Assist manager with reports and special projects as needed.

### Claim Examiner

**ABC Corporation** - 2008 – 2011

- Investigated, evaluated, negotiated, and settled claims, while exercising sound judgment.
- Communicated effectively with all parties involved in a claim.
- Developed and analyzed insurance contract data.
- Interpreted, evaluated, and prepared settlement estimate.
- Investigated coverage questions and claims.
- Successfully negotiated settlements with policyholders and claimants or their representatives.
- Zenith Return To Work Specialist, Created and maintained a strong return to work program by assisting insureds and claimants to develop realistic solutions..

## Education

High School Diploma - (Del Norte High School)

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