

ROBERT SMITH

Claims Adjudicator

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

As a Claims Adjudicator, responsible to respond to client, member, and/or provider inquiries on claim status, benefit designs, and claim payments working in conjunction with the Customer Service Representative.

SKILLS

Adjudicate Claims, Medical Records, Customer Service.

WORK EXPERIENCE

Claims Adjudicator

ABC Corporation - January 2005 – July 2011

- Conducted claims adjudication of outside area medical claims using research and application of basic math skills; applied appropriate benefits to patient claims while adhering to HIPAA privacy laws and internal corporate confidentiality rules.
- Utilized workbooks and spreadsheets via MS Excel program to facilitate the claims adjudicating process.
- Provided supervisors and staff with daily and weekly department reports of volume and production.
- Disseminated daily work to the employees on behalf of the supervisor.
- Provided limited, targeted training to new hires in specific content areas.
- Consistently recognized for individual high productivity and quality through monthly assessments.
- Issued payment to beneficiaries or escheat to appropriate state offices for deceased or unreachable benefic strong customer/client relationship.

Claims Adjudicator

Delta Corporation - 2000 – 2005

- Perform initial screening and adjudication under the Social Security Act.
- Request medical records and information from healthcare professionals.
- Consult with staff doctors to critically analyze medical and vocational data to establish accurate claims decisions.
- Claims Adjudicator Managed delinquent accounts, initiate collection procedures as required Processed refunds to patients and insurance accurately.
- As a claims adjudicator, research claims and process them accordingly.
- Use a variety of different programs to research claims.
- Skills Used As a claims adjudicator use various skills such as; Microsoft excel programs, Siebel, Mass, and many other insurance programs.

SCHOLASTICS

- Bachelor's in Public Management - (Austin Peay State University - Clarksville, TN)