

ROBERT SMITH

Claims Benefit Specialist

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SUMMARY

Claims Benefit Specialist with 2 years of experience in Monitoring, researching and resolving collection of outstanding premium overdue accounts or revenue adjustment issues.

SKILLS

Customer Service Experience, Accounting, Coordinating Skills.

WORK EXPERIENCE

Claims Benefit Specialist

ABC Corporation - September 2014 – 2014

- Assisted the coach (assistant manager) when needed which includes assigning work to other processors and assuring that tasks have been completed.
- Acted in a supervisory capacity when called upon including making supervisor call-backs and assisting client company executives.
- Analyzed and approved routine claims that cannot be auto adjudicated.
- Applied medical necessity guidelines, determine coverage, complete eligibility verification, identify discrepancies, and applies all cost containment measures to assist in the claim adjudication process.
- Coordinated responses for routine phone inquiries and written correspondence related to claim processing issues.
- Reviewed electronic claims for accuracy of billing components.
- Supported documents per State laws and policies.

Claims Benefit Specialist

Delta Corporation - 2011 – 2014

- Inbound Customer Service Calls for Traditional and PPO Medical products Dental Claim Processor and Customer Service for Traditional and PPO dental.
- Training fellow employees on new processes and workflows.
- My daily responsibilities while Aetna was to review Retiree accounts, examining and paying any amounts able for 213D expenses and Insurance.
- Able to successfully learn the processes and rules for Aetna as well as the state in a limited amount of time.
- Able to increase my skills and knowledge to be able to process claims at and above the required hourly rate with accuracy.
- Collaborated with intake Nurses, Examiner, and File Coordinators.
- Assisted clients with claims billing issues; performed special projects and provided back up for clerical staff.

SCHOLASTICS

- High School Diploma