

ROBERT SMITH

Claims Processing Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Responsible for Establishing action plan based on case facts, best practices, protocols, regulatory issues, and available resources, and also Planning and conducting investigations of claims to confirm coverage and to determine liability, compensability and damages.

CORE COMPETENCIES

Microsoft Office, AS400, Inventory Management.

PROFESSIONAL EXPERIENCE

Claims Processing Specialist

ABC Corporation - June 2008 – October 2008

Key Deliverables:

- Answered phones and respond to customer requests.
- Placed customer orders in computer system.
- Provided customers with product and service information.
- Transferred customer inquiries not immediately resolved.
- Completed call logs and reports.
- Researched billing issues.
- Transferred customer calls to appropriate staff.

Claims Processing Specialist

Delta Corporation - 2006 – 2008

Key Deliverables:

- Entering, Verifying and accepting/denying insurance claims presented to BCBST through BCBSs claims processing software from Medical Providers.
- Donna Burkhart- Supervisor 502-515-2404 Claims Processing I processed medical claims for HMO, PPO, Manage Care, Medicare, Medicaid and commercial .
- Reviewed plans and provider contracts.
- Processed and paid claims according to the companys quality and accuracy guidelines.
- Obtained needed medical information directly from the insured and their doctors offices.
- Process claims submitted by medical providers or Humana members for payment according to the current plan benefits.
- Provide excellent customer service to providers and members by providing timely and accurate information.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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