

Robert Smith

Claims Support Specialist

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SUMMARY

Looking for a full-time position that will allow me to grow professionally as well as provide the opportunity for advancement.

SKILLS

Loss Reports, Insurance Companies, Policy Holders.

WORK EXPERIENCE

Claims Support Specialist

Teleperformance-Wellcare - October 2014 - 2020

- Accurately identify claim issues such as claim denials, rejections, and adjustments as well as how to achieve a resolution.
- Followed up on claims forwarded to internal departments for review.
- Performed clerical functions such as copying, filing, faxing and mailing claim correspondences.
- Conducted appeals, disputes, and status updates for denied claims and authorizations.
- Confirming eligibility status for active and non- active members with health plans.
- Checked ICD-9 Procedure codes to verify if authorization is required or not along with authorization status for procedures and prescriptions.
- Previewed outgoing checks for insurance payment.

Claims Support Specialist

Delta Corporation - 2012 - 2014

- Assist Analysts with vendor claims.
- Data entry, payment processing and research files.
- Examined complex and unusual supplemental claims after they were submitted Referred supplemental claims to Loss Mitigation or Master Policy Violation.
- Assist claim handlers with task in processing the claims.
- Sort letters and checks that go out to claimants, data entry, and title data processing.
- I have received remarkable customer service recognitions, I have achieved proficiency in all task that job requires which helped me be very.
- Skills Used Computer skills with multiple programs, advanced data entry skills, office organization, basic insurance knowledge, problem-solving.

EDUCATION

Bachelor's in Finance- 2013(DADE COLLEGE - Miami, FL)