Robert Smith

Clinical Administrative Coordinator

CONTACT DETAILS

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PERSONAL STATEMENT

Highly motivated Certified Clinical Administrative Coordinator with 4+ years of experience in delivering high-quality customer service by accurately assisting client needs. Driven administrative assistant with close attention to detail, superior communication and people skills. Extensive knowledge of account maintenance and claims processing. Exceptional verbal and written communication skills. Ability to function flexibly, independently, and as part of a team.

WORK EXPERIENCE

Clinical Administrative Coordinator

Optum - January 2016 – Present

Responsibilities:

- Managing the administrative intake of members or the admission/discharge information post notification.
- Working with hospitals, clinics, facilities and the clinical team to manage request for services from members and/or providers.
- Managing the referrals process, processing incoming and outgoing referrals, and prior authorizations.
- Receiving care coordination notification cases for non-clinical assessment/intervention.
- Reviewing the requests for adverse determination, approval notification, and processing notification requirements.
- Assisting the clinical staff with setting up documents/triage cases for clinical coverage review.
- Handling resolution/inquiries from members and/or providers.

Clinical Administrative Coordinator

ABC Corp - August 2013 – December 2015

Responsibilities:

- Utilized all appropriate systems to effectively research claims and complete steps to submit information necessary to process or appeal denied claims.
- Reviewed research how claims submitted were processed and determine why it was denied.
- Reviewed research notification requirements for inpatient, outpatient procedures, home health, DME, etc.
- Responsible for prepping cases for nursing and doing administrative approvals and or denials.
- Contacted the appropriate physician office or hospital to ensure that all needed records are collected.
- Followed-up on pending records and maintains open communication with nurse coordinators.
- Assisted with sorting outside records, eliminating duplication

SKILLS

Account Management, Billing, Claims, Customer Account, Data Entry, Customer Account Management, Medical Record Management And Patient Satisfaction

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

Bachelors in Human Resources Management - May 2019(Concordia University)Associates Of Arts - August 2017(Tarrant County College)

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