Robert Smith

Disability Case Manager

Phone (123) 456 78 99
Email: info@qwikresume.com
Website : www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

SUMMARY

Seasoned Healthcare Customer Service Associate and Short-term Disability Case Manager with more than 6 years of experience in fast-paced Health Benefits Administration Environment. Excellent Customer Service, and Case Management skills.

SKILLS

Microsoft Office, Case Management Skills.

WORK EXPERIENCE

Disability Case Manager

Aon Corporation - 2014 – 2020

- Investigated, evaluate, and settle claims, applying technical knowledge and human relations skills to effect fair and prompt disposal of cases and to contribute to a reduced loss ratio.
- Pay and process claims within designated authority level.
- Verify and analyze data used in settling claims to ensure that claims are valid and that settlements are made according to company practices and procedures.
- Enter claim payments, reserves, and new claims on a computer system, inputting concise yet sufficient file documentation.
- Contact or interview claimants, doctors, medical specialists, or employers to get additional information.
- Maintain claim files such as records of settled claims and an inventory of claims requiring detailed analysis.
- Report overpayments, underpayments, and other irregularities.

Disability Case Manager

Delta Corporation - 2012 – 2014

- Analyze associate employment data to determine eligibility for FMLA leave and communicate approval or denial to associate in accordance to FMLA .
- Administered Short Term Disability income payments in a timely fashion.
- Complied clinical and eligibility information to verify approved period of disability.
- Administered ERISA, Fair Claims Practices Model Act, privacy regulations, punitive damages statutes, and state-mandated laws for each claim.
- Communicated with group administrators and claimants as to claims statuses.
- Manage cases for 450+ clients at one time assisting them get on Social Security Disability.
- Daily phone calls to clients, Social Security, medical offices to obtain records, completing applications and appeals, and critical documenting of .

EDUCATION

Business Administration - (Fort Valley State University - Fort Valley, GA)

© This Free Resume Template is the copyright of Qwikresume.com. Usage Guidelines