

ISABELLA CLARK

Health Insurance Specialist

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PROFESSIONAL SUMMARY

Dedicated health insurance professional with two years of specialized experience in claims processing and policy management. Proven ability to support clients through complex insurance procedures, ensuring compliance with regulations. Eager to leverage my skills within a dynamic healthcare environment, enhancing patient experiences and optimizing insurance operations.

WORK EXPERIENCE

Health Insurance Specialist

Maple Leaf Consulting

1. Facilitated the sale and retention of health insurance policies for diverse clientele, including individuals and businesses.

2. Created and maintained promotional materials to enhance policy visibility.

3. Supported department lead on special projects, ensuring alignment with organizational goals.

4. Monitored updates on carrier and regulatory policies to ensure compliance.

5. Guided clients through plan modifications, medical claims, and pre-approvals.

6. Managed email correspondence with clients and providers to address policy inquiries.

7. Addressed customer inquiries and concerns with professionalism and efficiency.

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Apr / 2024-Ongoing

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Toronto, ON

Health Insurance Specialist

Summit Peak Industries

1. Verified patient insurance eligibility and processed necessary documentation.

2. Submitted and monitored insurance claims to ensure timely reimbursements.

3. Provided exceptional customer service to patients regarding insurance inquiries.

4. Adhered to regulations for prompt payment of medical services.

5. Confirmed commercial insurance coverage and communicated patient responsibilities.

6. Reviewed insurance policies to ascertain coverage and prepared claims accurately.

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Apr / 2023-Apr / 2024

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Denver, CO

EDUCATION

Associate of Applied Science in Health Insurance

Springfield Community College

Concentrated on health insurance principles, claims processing, and customer service strategies.

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Apr / 2022-Apr / 2023

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Seattle, WA

SKILLS

Data Analysis For Claims

Insurance Reporting

Document Management

Collaboration Skills

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ACHIEVEMENTS

- 🌟 Improved claims processing efficiency by 20% through streamlined procedures.
- 🌟 Successfully resolved 95% of client inquiries on first contact, enhancing customer satisfaction.
- 🌟 Developed training materials for new hires, increasing onboarding effectiveness by 30%.

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