

ROBERT SMITH

Health Insurance Specialist

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SUMMARY

A detailed, goal-oriented, health care professional with 10 years of managed care experience, seeking a position with an organization that would provide an opportunity to use office administration and customer service experience.

SKILLS

Medical Terminology, Customer Service, Marketing, Pharmacy Tech License, Medical Coding.

WORK EXPERIENCE

Health Insurance Specialist

Department of Health & Human Services - February 2014 – June 2020

- Assessed, and developed documents (business processes, business requirements, scenarios, scripts, and radar reports) related to eligibility and enrollment for the Affordable Care Act.
- Worked in collaboration with the eligibility and enrollment teams to develop/draft/update policies, guidance, regulations, and procedures for the Affordable Care Act.
- Reviewed, evaluated, and developed policies/procedures related to private health insurance to ensure compliance with Federal requirements.
- Reviewed and analyzed policies and legislation that interpret the rules for the Affordable Care Act.
- Interpreted and considered essential data requirements in the Standard Companion Guide and the ASC X12 Benefit Enrollment.
- Maintained day-to-day communication and oversight of contractors affiliated with CMS for systems duties related to the Affordable Care Act.
- Served as an SME (Subject Matter Expert) to draft written responses for internal and external inquiries submitted via email, JIRA, SERTS, Zone, and gap.

Health Insurance Specialist

Delta Corporation - 2010 – 2014

- Specializing in public school officials and city and county employees.
- Customer Service Representative for health insurance, inbound phone calls to answer questions for individuals enrolled in HMOs through companies or.
- Inquiries including billing, claims, benefits, medical coding (denials of claim explanations), and pharmacy claims.
- These services included various extensive computer applications and were subject to HIPAA.
- Workmans Compensation Administration, Training of new employees, Purchasing all office supplies, Safety Administration, Daily Cash Receipts Journal.
- Acted as a liaison among various centers within HCFA.
- Collaborated with centers to create a spreadsheet to inform the head office of changes in health care programs.

SCHOLASTICS

- Bachelor's in Business Management- (Strayer University Owings Mills - Owings Mills, MD)