

Robert Smith

Jr. Medical Collector

PERSONAL STATEMENT

Highly personable medical Collections and Customer care/Service Professional with experience in, medical and Medicare claims, sales collections, and supervising call center operations. Expertise with FDCPA Guidelines, Talent for identifying customer/patient needs and presenting appropriate company product and service offerings. Obtain a variety of professional skills and strengths and maintain the ability to learn quickly, effectively follow procedures accurately as directed, and problem solve independently, Expertise in resolving escalated customer service issues.

WORK EXPERIENCE

Jr. Medical Collector

ABC Corporation - 2011 - 2015

Responsibilities:

- Ensure the coordination of claim activities and designated agencies, and the timely reimbursement of receivables.
- Research, resolve, and prepare claims that have not passed the payer edits daily.
- Determine and initiate action to resolve rejected invoices.
- Analyze each agency's outstanding monthly accounts receivable, and process claims to obtain zero balances.
- Clear payment variances, resolving differences, and initiating corrective action.
- Guide/instruct and support agency personnel encompassing all aspects of insurance claim processing.
- Collect payments and update accounts receivable for self-pay patients, and co-insurances.

Medical Collector

ABC Corporation - 2007 - 2011

Responsibilities:

- Does the follow up of A/R aging report with the insurance companies or the adjuster regarding underpayment or appeal status for DME.
- Does the negotiation with the adjuster in regards to the outstanding lien balance prior to the court date whether it is for a mandatory settlement conference or lien conference or any other type of court decision or initiation.
- Do the appeal to the insurance company if necessary with the reports, comparable EOR and any other documentation to make it possible to get the claims paid or for a retro authorization if still possible in order to have the claim reconsidered for payment.
- Does the demand letter to the adjuster or the defense attorney for possible settlement.
- Do the final and full settlement payment agreement on the case or claim in order to close it upon approval by management and the adjuster or the defense attorney or by both parties like the adjuster, provider and/or the defense attorney.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office,
Microsoft Word, Microsoft
Excel, Medical Billing.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

- Does the forwarding of outstanding lien balances if necessary to file a lien with the board after final decision with the supervisor or the manager due to no negotiations made from the demand or due to unauthorized treatment or non-compensable treatment and/or non MPN issues as well.
- I was able to get some offers and closed the case to some adjusters and/or defense attorneys on the case and was able to get some retro auth on the case as well Skills Used I was able to demonstrate the positive way of collecting and not to be in the.

Education

B.S. in Mass Communications - 1997(Middle Tennessee State University - Murfreesboro, TN)