

ROBERT SMITH

Medical Insurance Specialist

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SUMMARY

Dedicated Medical Insurance Specialist Professional with a versatile administrative support skill set. Excels in critical thinking with innovative solutions and implementation, with proven increased efficiency in operations. Offers superior customer service skills. Advanced computer skills in MS Office Suite and other applications.

SKILLS

Customer Service, Professionalism, Attention To Detail, Work Well Under Pressure, Data Entry, Quick Learner, Computer Skills, Flexibility, Strong Communication Skills, Strong Organizational Skills, Typing 65 WPM, Telephone Etiquette.

WORK EXPERIENCE

Medical Insurance Specialist

ABC Corporation - November 2011 – 2020

- Provided excellent customer service.
- Maintained pre-eligibility at two days ahead of all incoming appointments for primary location in order to troubleshoot insurance conflicts.
- Ensured proper medical insurance coordination of benefits.
- Assisted patients in obtaining necessary specialty office visit referrals.
- Entered proper co-pay, co-insurance/deductible amounts for specialty office visits and out-patient surgery.
- Educated patients on their medical benefits for their specific plan(s).
- Assisted with pre-certifications for out-patient surgery.

Medical Insurance Specialist

Delta Corporation - 2006 – 2011

- Moving software solutions in an appropriate effective manor Environmental healthcare knowledge of managing health records and financial information .
- Insurance Claims/Denials Accurately posted and allocated both insurance and patient payments to correct patient accounts Sustained accurate insurance .
- Electronic claims submission, A/R, appeals, precertification and authorization for office procedures and surgeries, data entry, verified insurance .
- Data entry, insurance verification, surgery authorization, electronic claims, A/R, scheduled surgeries, monthly patient billing, helped with .
- Answering phone, Patient Assistance, Working with Doctors to receive Correct Documentation to bill Insurance, Verifying Health Insurance and .
- Research unpaid insurance claims and rejections Follow up on unpaid patient balances Request Insurance Referrals Verify Insurance Coverage Post .

- Researched Medicare Claims, payments, and rejections.

SCHOLASTICS

- Accelerated Studies