

HARPER LEWIS

Prior Authorization Representative

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📍 Los Angeles
🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Bringing a decade of experience in prior authorization, I specialize in securing timely insurance approvals while ensuring adherence to healthcare regulations. My expertise lies in collaborating with healthcare providers to streamline processes and enhance patient care. I am dedicated to providing exceptional service and fostering clear communication to resolve complex authorization challenges effectively.

WORK EXPERIENCE

Prior Authorization Representative

📅 Feb / 2019–Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Managed a high volume of calls in the Clinical Triage Unit for Prior Authorization.
2. Provided assistance to patients and providers on diverse inquiries regarding coverage.
3. Conducted thorough assessments by asking targeted questions to gather necessary information.
4. Utilized computer systems to review member medical records for coverage determinations.
5. Educated callers on their options and provided guidance on next steps.
6. Directed calls to appropriate departments for further assistance when needed.
7. Documented all interactions accurately per standard operating procedures.

Prior Authorization Representative

📅 Feb / 2015–Feb / 2019

Cactus Creek Solutions

📍 Phoenix, AZ

1. Processed prior authorizations for pharmaceutical benefits efficiently.
2. Handled inbound calls from healthcare providers and patients regarding medication status.
3. Explored customer care options and benefits for patients.
4. Coached team members on improving call quality and customer interactions.
5. Maintained accurate records of prior authorization requests and outcomes.
6. Utilized strong computer skills to manage data entry and communication.

EDUCATION

Bachelor of Science in Healthcare Management

📅 Feb / 2012 – Feb / 2015

State University

📍 Denver, CO

Focused on healthcare operations, policy, and management principles.

SKILLS

Pharmaceutical Knowledge

Insurance Authorization Processing

Analytical Problem Solving

Cross-functional Collaboration

Claims Management

Database Management

INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving

STRENGTHS

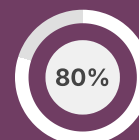
📋 Stewardship

👥 Teamwork

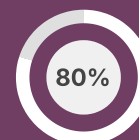
🔗 Tenacity

🔭 Vision

LANGUAGES



English



French



Dutch

ACHIEVEMENTS

★ Achieved a 95% approval rate on prior authorization requests over three consecutive years.

★ Reduced processing times for insurance approvals by 30% through streamlined procedures.