

Your Name
Your address
City, State Zip
Home/Cell/Mobile
emailname@provider.net

SUMMARY OF QUALIFICATIONS

With over twenty years of professional insurance/healthcare industry experience, I have excelled in claims adjusting and processing, developing superior customer relationships, and benefits coordination. I have also served as a unit/team leader and internal auditor during my career at XYZ, where I have gained valuable experience in claims, finance, and customer service during my tenure.

PROFESSIONAL EXPERIENCE

- Analyzed and researched returned drafts, stale dated checks, wrong address, set-up refund request, adjustment of claims, create account receivable (A/R), stop-payment and reissue to correct payee (provider/subscriber).
- Worked and assisted Claims Specialist to solve issues in finalizing claims on a daily basis
- Provided team leadership and motivation while monitoring the units claim flow, assuring claims accuracy as well as releasing high dollar claims for payment.
- Responsible for processing and paying Medicare B suspense documents.
- Verbal and Written Communication with medical suppliers/provider to properly process Claims based on guidelines.
- Provided Service Excellence to providers/subscribers by the resolution of Telephone inquiries in a timely, accurate and professional manner.
- Communication with medical supplier/provider to properly process Claims based on guidelines.
- Fostered and enforced positive employee relations in an environment as part of a team.
- Management of daily claims production, including the implementation of plans to enhance quality and production.
- Assisted departments in the daily processing of provider, hospital, and subscriber claims maintaining a superior error rate adhering to procedure given by department via contract(s).
- Audited provider, subscriber and hospital claims on a daily basis; calculated weekly and monthly error rates for claims area.
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WORK HISTORY

Healthcare of Alabama <i>Annison, AL</i>	March 1992 February 2006
Insurance of Florida <i>Gainesville, Florida</i>	August 1986-March 1992

EDUCATION

Oakwood Community College at Miami Miami, Florida	1984-1986
My Senior High School Key West, Florida	Graduated June 1984