

## CUSTOMER SERVICE ADVOCATE

### Summary

Detail-oriented Administrative/ Clerical support with extensive experience performing medical clerical duties and supporting 5 physicians in a busy medical office. Expertise includes with excellent communication skills demonstrated by 18 years of experience, verifying insurance coverage, records reviews and schedule maintenance.

### Highlights

- Results-oriented
- Maintains strict confidentiality
- Meticulous attention to detail
- Excellent communication skills
- Team player with positive attitude
- Strong work ethics

### Experience

#### Customer Service Advocate

May 2014 to Current Company Name i¼ City , State

- Provided accurate and appropriate information in response to customer inquiries by Medicare Part B providers
- Explain Medicare Part B claim denials and how to correct claim for payment.
- Provide reference and resource material to providers and conduct research into some denials
- Verify and confirm beneficiary eligibility in Medicare Part A and B.
- Strictly followed all federal and state guidelines for release of information.
- Examined diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered.

#### Customer Service Representative

September 2013 to May 2014 Company Name i¼ City , State

- Addressed customer service inquiries in a timely and accurate fashion.
- Explaining current Medicare D drug plan to members
- Taking medication refill orders
- Researching plan design copay structures and formulary change
- Providing pleasant, accurate customer service
- Providing information regarding changes to Medicare Part D drug plan structures Providing Medicare mandates procedures and updates.

### Surgery Scheduler

March 1999 to June 2013 Company Name i¼ City , State

- Efficiently performed insurance verification and pre-certification and pre-authorization functions.
- Sending redetermination to insurance both private and government for surgical procedures
- Coordinate surgery schedule with patient, physician and operating room and provide patients with detailed information regarding dates, time scheduled and necessary
- Arrange and schedule pre-operative test for patient and maintains operating room schedule instructions, as directed by physicians.
- Contact patient to remind of post-operative instructions, as directed by physicians.
- Working knowing in Star Panel, Epic Hyperspace, and other systems
- Verify patient eligibility, coverage for procedure, obtain pre-certifications, authorizations for procedures and tests ordered by physician.
- Notify and forward paperwork for insurance certification to Billing Office and obtain additional paperwork if needed for compliance.
- Responds to written and telephone inquiries from carriers regarding surgeries
- Perform clerical duties to support physicians and the surgery scheduling function regarding patient and surgery information

### Office Assistant III

February 1996 to March 1999 Company Name i¼ City , State

- Responsible for printing daily schedules to pull medical records for clinic appointments and surgeries.
- Recorded and filed patient data and medical records
- Scanned and indexed clinic notes, pathology reports, lab tests, financial information in Electronic health record system
- Performed various administrative duties, including data entry and document preparation.
- Eliminated outdated records on annual basis by sending the records to be scanned
- Assisting medical students, doctors, nurses and secretaries archival retrieval
- Pick up, sort and distribute mail for clinic.

### Clerk III

January 1995 to February 1996 Company Name i¼ City , State

- Developed and created a more effective filing system to accelerate paperwork processing.
- Printing daily schedules, pull medical records for clinic.
- Verified that information in the computer system was up-to-date and accurate for appointments and surgery.
- Dispersed incoming mail to correct recipients throughout the office.

## Education

Bachelor of Science : Health Care Administration with Concentration in Management , 1991 University of Phoenix i¼ City , State

Health Care Administration ,still in progress will graduate June 2016

High School Diploma : Psychology , 1990 Belmont University i¼ City , State

Studies included Statistical Mathematics, Western Civilizations , Majoring in Psychology Minor in Sociology

Algebra I & II Stratford High School i¼ City , State

Studies included Algebra I &II and Trigonometry, Geometry and French I &II H

## Accomplishments

- Healthcare Administration- still in progress Accomplishments Certificate thru Vanderbilt Training and Development Organizational Skills Certificate received on June 22, 2000.
- Attendance in Tenn-care in-service May 2003, January 2004, March 2004, July 2005, August 2005 for BCBS pre-certs.
- Working knowledge in Excel and with CPT coding, Completion of Administrative Assistants Conference September 2008.

## Skills

Scheduling, Strong verbal skills, Excellent written skills, ICD-9 and CPT coding