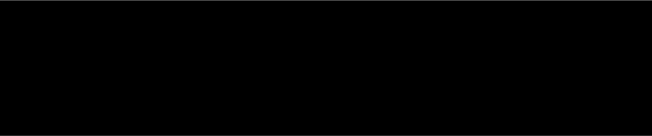


NICOLE



CONTACT

- Phone: [Redacted]
- Email: [Redacted]
- Address: [Redacted]

CAREER OBJECTIVE

- High-energy professional with a background in customer service well-suited to the position of Call center representative providing high quality service to callers, meet all needs and work to keep increase customer satisfaction with every call

EDUCATION

Bachelor of Science in Information Technology
[Redacted]
2015-2019

SKILLS

- Pleasant phone voice
- Proficient with Microsoft Office Word, Excel, Power point.
- Strong ability to work independently
- Willing to learn
- Excellent written and oral communication

WORK EXPERIENCE

COLLECTION AND CREDIT BALANCE SPECIALIST



JULY 2021 -JUNE 2024

- Ensure the patient's medical information is accurate and up to date.
- Prepare and submit billing data and medical claims to insurance companies
- Analyze the credit data and the financial statements of insurance or individual and promptly processes patient and insurance refunds
- Providing customer service regarding collection issues, review account adjustments, resolve client discrepancies and short payments
- Reviewing patient bills for accuracy and completeness and obtaining any missing information
- Processed patient payment and payment posting.
- Calling different insurances to obtain eligibility and benefit information of the patients and knowledgeable in different portals like Availity, Medicare, UHC and etc.
- Reviewing accounts for insurance follow-up. Researching and appealing denied claims.
- Submitting healthcare insurance claims to (primary , secondary, etc.) in a timely manner ensuring payment for services rendered by medical professionals.

HEALTHCARE CUSTOMER ASSOCIATE



Aug 2019 - Mar 2021

- Took inbound/outbound calls and assisted healthcare providers regarding patients eligibility, benefits, authorization status and claims
- Assisted healthcare providers who examined claims denial reasons and how to secure payments.

SYSTEMS

- MS4 (Host system) - this is where the patient info and their health insurance details are recorded
- Cerner EDM Soarian (imaging system) - this is where scanned documents, like eobs and payer correspondence or electronic remittance advised are stored
- Tebra/Webra - this is where patient info and their health insurance details are recorded this is also where payment information are stored.
- Dropbox - this is where the medical records of the patient are stored.