

John Doe

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Summary

- Claims Analyst expert with approximately *two years of experience*
- *Diversified experience* with reviewing initial claims for providers, insurance agencies, and long-term care; denied claims; adjudication processes; random file reviews; and audits
- Detail-oriented with a talent for quickly pinpointing and correcting overlooked errors
- *Technologically savvy*: Claims related software (customer databases, claims processing, claims management programs), G Suite, MS Word, PowerPoint, and Outlook
- Fluent in *Spanish* and English; *skilled interpreter*

Education

B.S., Business Administration (Management) – Minor: Information Systems **April 2022**
Southern Utah University, Cedar City, UT

- 3.94 GPA
- Five time Dean list recipient

Experience

Claims Analyst I, Optimum Care Insurance, Salt Lake City, UT **January 2019 – Present**

- Reduced backlog by examining 300+ reimbursement requests on existing Long-Term Care claims
- Protected company from fraud by carefully considering, documenting, and referring each potential case for further action and review
- Regional *responsibilities increased* from five to 15 states due to demonstrated ability to rapidly learn the complexities of policy parameters and state requirements
- Recorded *100% on-time reporting and compliancy rating*

Summer Internship, Nightingale Health System, Salt Lake City, UT **Summer 2017 & 2018**

- Analyzed 20+ claims per week received from private insurance carriers and Medicare to determine need for payment processing or claims investigation
- Investigated denied claims for causality by contacting over 150 patients and 10 insurance carriers
- Resubmitted claims for payment or billed patients based on investigated information
- Gained accolades from Provider Relations Supervisor: *“John has exhibited an outstanding grasp of claims processing and the ability to communicate effectively with patients, providers, and insurance carriers. He has indicated an avid interest in pursuing a career in claims, and I am confident he has a long, successful career ahead of him”*