

CUSTSERV01

Objective

To obtain a position in collections or customer service with a prospering Company that allows me to utilize my professional customer service skills.

Highlights of Qualifications

- Proven team player
- Proficient in Meditech
- Multitasker, quick learner.
- Honest, reliable and take initiative.
- Excellent customer service skills.

Work experience

DEACONESS HOSPITAL 2/2004-PRESENT

Control Clerk

- Excellent phone skills leading to payments from patients.
- Working with collection agencies, to gain maximum return on loss.
- Set up Contracts & promise to pay, payments, and adjustments.
- Edit through the Meditech system for process of accounts.
- Use online White Pages for locating correct information.
- Order supplies for department staff.
- File proof of Claim on Bankruptcy cases.
- Billing & collection follow-up with Ins. Companies, 3rd parties & attorneys
- Liaison between hospital and collection agencies.
- Track inventory for collection agencies.
- Special projects, including working on Uncompensated care and Medicare Bad Debt logs, processing of charity care applications according to Federal Poverty Guidelines.
- Collect up front case and set up payment arrangements.
- Notary since March 20, 2008.

SAFECO Ins. 9/1972 – 10/2002

Office Adjuster

- PIP Adjuster handled Kentucky medical claims.
- Subrogation Specialist collect monies from at fault parties
- Negotiated settlement offers with attorneys and companies.
- Handled small auto claims with no injuries
- File clerk matched mail & filed