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**ALEXANDRA**

Email Address: [Alexandra.383076@2freemail.com](mailto:Alexandra.383076@2freemail.com)

**Objective**

Seeking for a position where I’m able to render and give my excellent service and willingly to impart my knowledge, ability and skills in work.

**Core Traits Skills**

* Proficient in Window Based Programs, MS Office and Internet
* Ability to analyze statistical data.
* I’m efficient and organize this enable me to be productive on the job.
* I have an Ability to work as a leader, influences other to work together towards a mutually envisioned goal.
* With Good Interpersonal Skills and Communication skills
* Hardworking, Open-Minded, Responsible and Goal-Oriented.
* Has the ability to work in a fast paced environment under pressure
* Extremely well organized with a strong analytical skills and ability to multitask
* Background in communicating with local insurances and other TPAs companies.

**Work Experience**

* Al Salama Hospital Insurance Dept.

**Insurance Coordinator**

**Position: Claims Submission/ Claims Re-submission/ Authorization officer**

Hamdan Bin Mohammed Street, P.O. Box 46266 - Abu Dhabi

August 7, 2016 to August 4, 2018

Job summary:

* Validates the information on all medical claims from patients seeking payment from their insurance company. Claims must be thoroughly reviewed to ensure that there is no missing or incomplete information as per set standard in coordination with billing team, cashiers/reception doctors and nurses.
* Screen invoices for following the insurance protocol whether requires approval, covered procedures, discount, proper coding, eligibility and their specific insurance limits based on their specific agreement. And compliance to regulatory and insurance rules.
* Knowledgeable in agreed Mandatory tariff.
* Knowledgeable in auditing Day Case Medical/Surgical and Outpatient Claims
* Keep meticulous records of claims and follow up on lapsed cases
* Approves and denies payment to doctors, read and assess medical documents and validates information through counterchecking insurance’s claims protocol
* Redeem claim submission from insurance company every month.
* Submit claims with proper codes and format to insurance companies
* Check and download the XML Remittance Advice from DOH (formerly HAAD) and follow up for any missing remittance advice.
* Sort out rejections as per denial reason.
* Prepare rejected claims for resubmission.
* Meet the resubmission productivity targets within the stipulated time for all insurance companies.
* Knowledge and able to justify medical rejection in resubmission level and provide proper justification
* Company: DENZ Trading and Manpower Specialist (Equicom Information Technology Inc.) Insurance Company.

**Position: Team Leader (Medical Claims processing Dept.)**

3rd Floor CIBI Bldg., 3308 Zapote Street,

Cor. Mascardo Street, Makati City, Philippines

Febuary 16, 2016- May 14, 2016

Job Summary:

* Responsible for ensuring the team is effectively performing and meeting required production quota.
* Provides appropriate training to develop and maintain a high performance team that meets unit objective.
* Ensure team members are appropriately managing claims utilizing the appropriate resources.
* Investigate highly complex claims to appropriate disposition.
* Leads team in identifying and resolving costumer issues.
* Received escalated costumer calls/communications.
* Establish and maintain effective relationship with costumer, gaining their trust and respect.
* Ensure to utilize claims oversight and continuous coaching to create learning environment that can effectively execute work processes and drive ongoing improvement of claim quality.
* Maintain dedicated to meeting expectations and requirements of internal and external costumers.
* Conduct regular meeting with team members utilizing monthly performance results.
* Provide team status report to management.
* Company: DENZ Trading and Manpower Specialist (Equicom Information Technology Inc.)

**Position: Quality Assurance Specialist (Medical Claims Processing Dept.)**

3rd Floor CIBI Bldg., 3308 Zapote Street,

Cor. Mascardo Street, Makati City, Philippines

June 30, 2015 to Febuary 25, 2016

Job Summary:

* Ensure that claims received are processed and submitted within the agreed turnaround time and the creation and submission of reports necessary for the project.
* Track and analyze processed claims.
* Track and report processors’ and teams’ quality audits.
* Track and analyze quality performance and areas for improvements.
* Analyze data to provide root cause and analysis and can execute action items to improve on opportunities observed.
* Other tasks necessary to ensure that company goals are met.
* Ensure up-to-date knowledge in adjudicating claims.
* Company: DENZ Trading and Manpower Specialist (Equicom Information Technology Inc.)

**Position: Medical Claims Specialist**

3rd Floor CIBI Bldg., 3308 Zapote Street,

Cor. Mascardo Street, Makati City, Philippines

April 15, 2013 – June 29, 2015

Job Summary:

* Using coded data to produce and submit claims to insurance companies.
* Check medical necessity, eligibility and Identify discrepancies.
* Using of CPT’s and ICD -10.
* Verifying patients’ insurance coverage.
* Review patient medical records and assign codes to diagnoses and procedures performed so the facility can bill insurance and other third- party payers (such as Maxicare) as well as the patient.
* Will be responsible for insurance billing.
* Processes insurance payments to patient accounts in computerized system.

**Personal Information**

Birthday : October 03, 1991

Age : 26

Nationality : Filipino

Sex : Female

Religion : Catholic

Civil Status : Single

Height : 5’5

Language Spoken : English and Tagalog

**Educational Attainment**

College : Southeast Asian College Inc

(2007-2011)

Course : Bachelor of Science in Nursing

2.E Rodriguez Sr. Ave. Quezon City

Secondary : Don Alejandro Roces Sr. Science Technology High School

(2003-2007)

Roces Avenue Quezon City

Elementary : Gen. Roxas Elementary School

( 1996-2003)

**Achievements/Rewards: Passed Philippine Nursing Licensures Examination, June 2013**

**Training/Seminar Attended**

**ISO 9001: 2008 QMS Apprecaition and Internal Audit Workshop**

(August 17 and 18, 2015)

Training room of equicom Information Technology Incorporated

CIBI Information Center 3308 Zapote st. Corner mascardo st, Makati City

**Basic Intravenous Therapy Training**

(August 2,3 and 4 2013)

St. mattheus Medical Hospital Conference Room

60 General Luna St. Banaba San Mateo Rizal

**Skills Enhancement Program for Emergency Nursing**

(March 17, 2011)

Southeast Asian College Inc. E. Rodriguez, Quezon city

**Electrocadiography Interpretation**

(july 24, 2010)

DONAQ PARC, LRT Caloocan Mall. Munomento, Caloocan City