

ALEXIS R. NUAY

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Profile

Experienced Customer Service Associate with almost 10 years of experience in the medical and healthcare insurance industry. Highly effective at collaborating with medical professionals and service providers in ensuring quality healthcare needs to patients and completing tasks according to scheduled goals.

Core Competencies

- Customer Service
- Product Knowledge
- Claims and Medical Billing

Employment History

1-800-Flowers.com, Inc. USA SPi Global Dumaguete Branch

February 2015 - September 2015

- Works with florist all over US to deliver preferred flower arrangements and orders
- Responds to queries regarding claims and complaints
- Process refunds and payment transactions

TeleTech Dumaguete

November 2015 - August 2021

- Provides eligibility and benefit information of patients to healthcare providers and professionals
- Ensures claims are processed and payments are made according to bills from hospitals and doctors
- Secures authorizations from doctors and hospitals before procedures are done
- Provide medications to patients according to doctor's prescriptions and healthcare needs

Medical Virtual Assistant/Medical Billing (US Insurance Company)

September 2021 - August 2024

- Bulk Patient Document Import
- Process unallocated reports for patients
- Runs Bulk Patient Verification
- Confirms appointment for patients with preferred General Practitioner through calls
- Email reports for patient profiles
- Clinical recalls and process documents
- Email patients with reminders on upcoming appointments
- Claims adjudication
- Calculating and collecting payments for medical procedures and services
- Preparing and submitting billing data and medical claims to insurance companies
- Investigating and appealing denied claims
- Collecting and reviewing referrals and pre-authorizations

Skills

- o Communication Skills
- o Computer skills
- o Leadership skills
- o Analytical skills
- o Active Listening