

JOHN ADNEL L. PASAGUE

Medical VA

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📍 1118-19 De Junio St. Tondo, Manila



OBJECTIVE

Highly organized Medical Virtual Assistant with effective training in medical billing, Managed Care (MCO), and HMO processes. Proficient in navigating payer portals, reviewing claims, and supporting denial resolution while providing reliable administrative support in a fast-paced virtual environment. Communicates professionally and effectively with supervisors through clear and timely email correspondence, and coordinates efficiently using trackers and postings to ensure denial issues are addressed promptly. Driven by a clear goal of ensuring claims are accurately processed, actively followed up, and successfully paid.

Insurance & Payer Expertise

- Benefit & Authorization Verification
- Contracted & Rug Rate Review
- EOB (Explanation of Benefits) Analysis
- Insurance Research & Payer Communication
- Navigating Multiple Payer Portals
- Ledger Analysis

Billing, Claims Management & Collections

- Billing using tools like DKS and PCC
- Primary and Secondary Claims Processing
- Claim Follow-Ups & Status Tracking
- Denial Analysis & Resolution
- Underpayment Identification & Resolution
- Appeals Preparation & Submission
- Payment Accuracy Review

Billing Systems & Tools

- David System
- PointClickCare
- Availity
- UPMC Portal
- Medicaid Portal
- UHC Portal
- Veritable
- AMP
- Waystar

Professional & Technical Strengths

- Strong Attention to Detail
- Ability to Learn New Systems Quickly
- Analytical & Logical Problem-Solving
- Time Management & Prioritization
- Clear Documentation & Communication

EDUCATION

Universidad de Manila | 2021-2025 | College

Bachelor of Science in Computer Engineering

Universidad de Manila | 2019-2021 | Senior High School

Science and Technology, Engineering and Mathematics

Florentino Torres High School | 2015-2019 | Junior High School

Melchora Aquino Elementary School | 2008-2015

REFERENCE

Alecandra Nichole Evangelio - Team Lead
Mobile no:

John Michael Matimtim - Medical VA
Mobile no:

OTHER CERTIFICATION

Philippine Civil Service Commission

CIVIL SERVICE PROFESSIONAL ELIGIBILITY
MARCH 2024 | CAREER SERVICE EXAMINATION

Character reference is available upon request. I hereby certify that the above information is true and correct to the best of my knowledge.

A handwritten signature in black ink, reading "Pasague Adnel.", written in a cursive style.

JOHN ADNEL L. PASAGUE