

FANUNCIO, JUDE GABRIELLE GALVEZ

No. 576 Pavia St., Tondo, Manila

09560489920

fanunciojude27@gmail.com

Career Objective

Dedicated Healthcare Professional with over 6 years of experience in medical billing, claims adjudication, and prior authorizations. Seeking to leverage expertise in Durable Medical Equipment (DME) and insurance coordination as a Medical Virtual Assistant.

Educational Background

Tertiary Education: FAR EASTERN UNIVERSITY Bachelor of Science Hotel and Restaurant Management

On-the-Job Training: Waterfront Manila Pavilion hotel- Public area attendant (Housekeeping) September-October 2016 500 Hrs.

Professional Experience:

Genpact INC. | Billing Associate (DME Specialist) | January 28, 2025 – Present Prior Authorization Management: Lead the submission and tracking of prior authorizations to insurance carriers for patients requiring Durable Medical Equipment (DME). Insurance Coordination: Act as a primary liaison between healthcare providers and insurance companies to ensure all clinical documentation meets payer requirements. Billing Accuracy: Validate patient coverage and eligibility to prevent claim denials and ensure seamless billing cycles.

TSA (Air New Zealand) | Customer Service Representative |November 2, 2023 – December 31, 2024 Financial Claims Processing: Managed complex reimbursement requests, including air travel costs and consequential journey expenses, ensuring compliance with strict company policies. Dispute Resolution: Handled high-volume cases involving flight cancellations, delays, and itinerary modifications while maintaining high customer satisfaction ratings. Policy Application: Evaluated and processed refunds and re-bookings based on global travel regulations and internal SOPs.

Concentrix (Facets Medical) | Click-to-Chat Advocate | July 2019 – October 2023 Medical Claims Adjudication: Facilitated real-time support for medical claims, focusing on coverage verification and complex eligibility concerns. Healthcare Software Proficiency: Utilized Facets medical software to navigate patient records and insurance benefits. Digital Communication: Managed multi-channel inquiries with a focus on accuracy, HIPAA-style privacy standards, and professional written communication.

Shangri-La The Fort / Sailor's Restaurant | Hospitality & Service Roles | January 2018 – February 2019 Operational Excellence: Coordinated banquet logistics and food safety standards in high-pressure, international environments (UAE and Philippines). Professionalism: Developed a strong foundation in formal customer service and multi-tasking within fast-paced industries.

Technical skills:

Healthcare Software: Facets, Billing Systems, DME Documentation, Bonafide EMR tool.
Communication: Customer Service (High Level), Email Management, Global Client Relations.
General Tools: Microsoft Office (Word, Excel), HIPAA Compliance awareness.