



Katrina D. Palanca

BS Secondary Education major in English

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Seeking a career opportunity which offers key participation, team-oriented tasks and immediate challenges where I can utilize my skills and contribute solutions for the development of the company while embodying the core values to meet its goal.

Key Behaviors

- Motivated to grow and learn

Have the ability to adapt to new employment procedures and guidelines and open for career development within the organization

- Strong Work Ethic

Have willingness to work hard and learn the most efficient way and possess a good management skills

Professional Skills

- Basic knowledge in Computer
- Management administrative skills
- Critical thinking and analysis

Work History

Optum Global Solutions (08/14/2019-04/03/2023)
(CSR/CLAIM SPECIALIST /Patient advocate for collection)

CSR Taking inbound calls from the PT to answer their inquiry about their eligibility, coverage, benefits and claims

Claim Specialist reviewing claim to make sure that the billing is done correctly, and the insurance paid and process the claim correctly (outbound call to insurance for verification of benefits, coverage and eligibility//submitting reconsideration or appeal if needed)

Patient advocate Doing outbound calls to the PT to collect the payment for the medical services provided

Hinduja Global Solutions February 2016-July 2019

Clinical Intake Specialist -Taking inbound calls from the providers to assist in processing authorizations for medical services needed by the Pt.

Education

S.Y 2011 - 2015 Bachelor of Science in Secondary Education (major in English)
Sorsogon state College - Bulan, Sorsogon

S.Y 2007 - 2011 High School Diploma
Saint Bonaventure Academy -Butag ,Bulan ,Sorsogon

References

Rufertson Cheever -Optum Global Solution's supervisor (0912-1059561)

Rhodora Erejer -Professional Teacher - National Highschool – Springville(0910-5697714)