

**ESPALDON, MA. KATHRINA ANN MACASO**

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I am a registered nurse and an experienced (9 years) claims adjudicator for UHG/Optum with an extensive background in adjudicating/processing different types of medical claims from hospitals, doctors, dental clinics, and prescriptions in a timely manner. The main task and responsibility as a claims adjudicator are to make sure I am paying or denying the claim correctly; according to plan benefits, contracts, eligibility, state variations, or riders. When processing a claim, I check and cross-reference the HCFA/UB09 form if they match in our system, if the diagnosis codes billed (ICD 9 or 10) correspond to the procedure or HCPCS/CPT code/s, and if they were billed with the correct modifiers, prescription claims, dental claims, superbills and other forms (receipts/superbills). Apart from that, I check the claims if they are a partial duplicate, entirely duplicate, or fraudulent; calculate amounts for anesthesia, primary, and assistant surgeon's claim accordingly. I also handle correspondence (and with medical records), appeals, and phone call inquiries regarding EOBs, COBs, denials, appeals, or general inquiries regarding the insured's plan and benefits, deductible, and copay as well as benefit disputes. I was also fully trained to process ACA claims and processed ACA claims briefly.

I also call billing departments if there is any verification or clarification needed; doctors/nurses or the medical records department to obtain additional information or records for review if needed; send out EOBs every after processing of claims and send letters to explain the coverage of the claim, reason of denial and or if the insured's address is different in the claim form to our system.

I recently worked as a remote administrative assistant in a fertility clinic based in San Diego, California.  
  
These tasks and responsibilities were in adherence to the company and HIPAA regulations.

**WORK EXPERIENCE**

**Administrative Assistant**

RSMC - San Diego, CA

June 2022 – April 2023

**Aesthetic Nurse**

Templora Dermatologica - Cebu Branch

November 2020 - June 2022

**Clinic Nurse/Receptionist**

Kim Doctors’ Medical and Acupuncture Clinic

July 2020 - November 2020

**Claims Adjudication**

United Health Group/Optum Global Solutions Inc.

September 2012 – May 2020

**Cross-trained to Claims Data Encoder**

United Health Group/Optum Global Solutions Inc.

July 2012 – September 2012

**Medical Review Summary Unit**

Savvysherpa Asia Inc.

(United Health Group/Optum United Health Group/Optum Global Solutions Inc.)

October 2011 – September 2012

**Underwriting Communicator**

Savvysherpa Asia Inc.

(United Health Group/Optum United Health Group/Optum Global Solutions Inc.)

12/F TGU Tower, IT Park, Apas, Lahug, Cebu City, Philippines

May 2011 – October 2011

**Medical Transcriptionist**

D. Scribe Medical Transcription Services

Jakosalem, Cebu City, Philippines

October 2010 – February 2011

**Customer Service Representative**

Convergys – Sprint Account

Banawa, Cebu City, Philippines

June 2010 – August 2010

**NARS – Nurse Trainee (Government Project, Contractual)**

DOLE

Barili and Ronda Province, Cebu, Philippines

October 2009 – April 2010

**ESL Instructor (English Instructor, Korean, and Japanese students)**

Cebu and Math Academy

Banilad, Cebu City, Philippines

February 2009 – August 2009

**EDUCATION**

Tertiary 2004 – 2008 University of Cebu - Banilad

Governor Cuenco Avenue Banilad, Cebu City, Philippines

Bachelor of Science in Nursing

Secondary 2000 – 2004 Pilar College

Zamboanga City, Philippines

Primary 1994 – 2000 Sta. Clara Elementary School

Zamboanga Sibugay, Philippines

**QUALIFICATIONS**

* Passed the Local Nursing Board Exam in 2009
* 9 or more years of customer service experience including clinical and office setting.
* Completed Claims Processing – Full Adjudication training and ACA training
* Familiar with medical cross-coding, diagnostic codes ICD 9 and ICD 10, HCPC/CPT codes
* Able to work functionally within and beyond operating hours.
* Strong written and verbal communication skills (English, Tagalog, Visayan, and Chavacano)
* Savvy with computer and Microsoft applications
* Has vast experience in dealing with customers including underwriting questions, claims, and billing issues
* Focused, flexible to change, a team player, and eager to learn more and apply learning to provide quality service
* Can work effectively in flexible shifts.

**CHARACTER REFERENCES**

Mr. Edwin Tagab, MSN, RN, VA-BC

Vascular Access Nurse Specialist

Ms. Jocelyn Cabalida

Director, Global Clinical Operations – Cebu Site

Optum Global Solutions Inc.

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Ms. Gnarathy Cornejo

Visayas Branch Manager

EC Zurich Biotherapies Inc.

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Ms. Monica Amoroto Tan

Nurse

City Health Office - Calbayog

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