



SHEENA LUIS

Customer Service Representative

PERSONAL INFORMATION

Date of Birth: June 8, 1998
Address: 231 Bldg. C, Smile CitiHomes
Condominium, Kaligayahan, Quezon
City

OBJECTIVE

- To seek employment where hard work will be rewarded and join in a company where opportunity for my career advancement is encouraged.
- To use my skills in the best possible ways for achieving the company's goals.
- To become a part of the company that indulges professional growth which provides challenging and rewarding career while allowing me to utilize my knowledge and skills.

CONTACT

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REFERENCE

KRISTOFFER JAVIER
ResultsCX Healthcare Campaign
Supervisor
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ALBERT FABILLAR
Mochi Health
Supervisor
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MORGAN LOVELAND
Mochi Health
Manager
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EDUCATION

Occidental Mindoro State College
2014 - 2019
BS in Information Technology

Philippine Central Islands College
2010 - 2014
High School

WORK EXPERIENCE

Mochi Health – Member Experience Representative specializing in Retention
January 2024 – June 2025

Results CX - Member Servicing Representative
November 2021 – January 2024
Healthcare Account

Teleperformance - Member Servicing Representative
October 2020 – October 2021
Healthcare Account

Agribusiness Rural Bank – Loan Assistant
July 2019 – January 2020

TASKS

- Retention & Billing Support: Handled sensitive retention cases by addressing patient concerns with empathy and professionalism. Managed billing inquiries, processed refunds and cancellations, and resolved payment disputes promptly to maintain high satisfaction.
- Healthcare Operations: Cross-trained in various patient support functions, including onboarding new patients, processing medication refill requests, scheduling appointments, and managing prior authorizations for treatments and prescriptions.
- Communication & Coordination: Maintained clear communication with patients, insurance providers, and medical teams to ensure accurate and timely service delivery. Used secure platforms to handle confidential information in compliance with HIPAA regulations.
- Problem Solving & Multitasking: Frequently managed multiple workflows simultaneously, balancing urgent issues like payment escalations with routine tasks like refill processing and calendar coordination.

- **Claims Support:** Researched, explained, and resolved member and provider inquiries related to medical, dental, and prescription claims. Ensured accurate claim processing and followed up on complex or denied claims. **Prior Authorizations:** Assisted providers and members in initiating and tracking prior authorization requests for medications and procedures, ensuring compliance with BCBS policies and timelines.
- **Benefits Verification:** Delivered clear, accurate explanations of member benefits, eligibility, and coverage details, including copay, deductible, and out-of-pocket responsibilities.
- **Provider & Pharmacy Support:** Supported healthcare providers and pharmacy partners by verifying coverage, assisting with prescriptions, and resolving benefit coordination or network participation issues.
- **Appeals & Grievances:** Helped members and providers submit appeals for denied claims or services, guided them through the process, and ensured timely documentation submission.
- **Dental & Prescription Coverage:** Handled specialized inquiries related to dental procedures and pharmacy benefits, including medication tiering, formulary alternatives, and coordination with PBMs.