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Build My Resume

Austin Mathis

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Professional Summary

Highly-qualified and experienced Insurance Claims Representative focused on providing the best customer service possible while upholding all company policies.

Core Qualifications

- In-depth knowledge of medical insurance and medical terminology
- Experience in personal auto home and medical insurance
- Great ability to gather information and input data into computer system
- Capable of typing 40+ words per minute
- Exceptional communication skills with customers and coworkers
- Organized and efficient in all work

Experience

Insurance Claims Representative Allied Health

12/1/2006 - Present
Columbus, OH

- File and process client insurance claims
- Ensure the coverage and figure the payment amount for each claim
- Draft and send statements of amount of coverage and amount owed to the customer
- Send payments to doctors' offices or hospitals for covered procedures
- Assist new customers in signing up for insurance coverage
- Enter all customer information into the computer system for future record
- Reimburse customers for payments made that should have been covered
- Help with customer appeals to denied claims

Insurance Claims Representative All-State Insurance

4/1/2001 - 12/1/2006
Lexington, KY

- Assisted customers in making claims for their home or auto insurance coverage
- Explain coverage or denial of claim to inquiring customers
- Confidentially record all customer information regarding claims payments etc.
- Provide monthly reports to superiors including the total amount of claims paid or denied

Education

Bachelor's Degree - Accounting Georgetown College

XXXX - XXXX
Georgetown, KY

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