

Rosemarie Obana Dela Cruz

Call Center Team Lead with patient & Insurance coordinator



PROFESSIONAL SUMMARY

Highly motivated and results-oriented Call Center & Health Care Patient Insurance Coordinator with 2 plus years of experience in streamlining patient intake, insurance verification, and billing processes. Proven ability to navigate complex insurance plans, secure authorizations, and ensure accurate claim submission for optimal reimbursement. Possesses excellent communication and interpersonal skills to build rapport with patients, answer insurance inquiries, and resolve billing issues efficiently. Eager to leverage expertise to contribute to a patient-centered healthcare environment

EDUCATION

Bachelor of Science in Business Administration:

Major in Business Management
De La Salle University
Philippines

Bachelor of Science in Business Administration:

Major in Business Psychology
Polytechnic University of the Philippines
Philippines

WORK EXPERIENCE

As a health care patient, I actively engage with my care team to advocate for my health needs. As an insurance coordinator, I facilitate communication between patients and providers to ensure seamless coverage and access to services. In my role as a call center team lead, I support my team in delivering exceptional service, ensuring that patient inquiries are addressed efficiently and compassionately.

A. Patient Intake and Registration: Greet and register patients in a courteous and professional manner. Collect and verify patient demographic and insurance information. Schedule appointments according to physician availability and patient needs. Update and maintain accurate patient records in Electronic Health Records (EHR) system.

B. Insurance Verification and Pre-Authorization: Verify patient insurance eligibility and benefits for upcoming procedures. Obtain pre-authorizations for services requiring prior approval from insurance companies. Communicate effectively with insurance companies to resolve discrepancies and obtain missing information. Maintain clear and detailed records of all insurance communications.

C. Billing and Claims Management: Prepare and submit accurate insurance claims electronically or by mail. Follow up on denied claims and take necessary steps to ensure proper reimbursement. Assist patients with co-pays, deductibles, and any outstanding balances. Reconcile patient accounts and address billing discrepancies.

D. Communication and Customer Service: Answer phone calls and emails from patients regarding appointments, insurance inquiries, and billing issues. Provide clear and concise explanations of insurance coverage and billing procedures. Address patient concerns in a professional, empathetic, and problem-solving manner. Maintain a positive and welcoming demeanor to ensure a smooth patient experience.

E. Administrative Tasks: Maintain an organized and efficient work area. File and organize patient records according to established procedures. Prepare reports and documentation as required. Stay up to date on changes in healthcare regulations and insurance coding procedures.

F. As a call center team leader, I empower my team to deliver exceptional customer service while fostering a collaborative and efficient work environment. I focus on driving performance and ensuring that every patient interaction is handled with care and professionalism.

CONTACT

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LOCATION

UAE: Dubai

LANGUAGES

English: Proficient
Tagalog: Native

PERSONAL DETAILS

Nationality: Filipino
Marital Status: Single
Visa Status: Sponsored (NOC
available)



SKILLS

- Strong communication skills (written and verbal)
- Good interpersonal skills with an ability to understand the customer's requirement.
- Product and sales training to the new employees and getting them functional quickly.
- Good knowledge of financial products available in the market.
- Ability to understand and analyze the requirements of the customer and offer the relevant product.
- Strong organizational skills
 - Active listening skills
- Seasoned in conflict resolution
 - Sharp problem solver
 - Courteous demeanor
 - Energetic work attitude
 - Top sales performer
- Telephone inquiries specialist
 - Customer service expert
 - Telecommunication skills
 - Fashion knowledge

COMPANY PROFILES

PROFILE 1:

Bissan Medical Center (Dental Center)

*Team Leader – Reception Desk
Dec'2023 – Present
Dubai – United Arab Emirates*

PROFILE 2:

DNA Health & Wellness (6 Months Contractual Basis)

*Receptionist cum Call Center
May'2023 – Dec'2023
Dubai – United Arab Emirates*

PROFILE 3:

Junqueira Medical Clinic LLC:

*Sales Cum Assistant Team Leader
April'22 to April'23
Dubai – United Arab Emirates*

PROFILE 4:

Hatoon Medical Center (Dental Center)

*Receptionist Head Cum Admin In charge
Jan'21 to April'22
Dubai – United Arab Emirates*

REFERENCES

Can be furnished on request