

Roni Dorning

Insurance Verification Specialist

Details

roni.dorning@gmail.com

(621) 452-7240

123 Maple Street, Pittsburgh, PA 15219

Profile

Dedicated Insurance Verification Specialist with a year of experience in efficiently validating insurance coverage and processing claims. Proficient in navigating insurance databases, maintaining accurate records, and ensuring timely reimbursements. Skilled in fostering strong relationships with insurance providers and clients while adeptly handling complex policy issues. Committed to providing exceptional service and maximizing customer satisfaction.

Employment History

Insurance Verification Specialist at Pennsylvania Life Care Services, PA

Apr 2023 - Present

- Successfully verified insurance coverage for over 1,200 clients within a year, ensuring timely and accurate claims processing and reimbursement for Pennsylvania Life Care Services.
- Achieved a 98% accuracy rate in identifying and resolving discrepancies in client insurance information, leading to improved efficiency and reduced administrative costs for the company.
- Streamlined the verification process by implementing a new tracking system, resulting in a 25% reduction in average verification time and a 15% increase in overall productivity.
- Led a team of 5 insurance verification specialists to exceed departmental goals by 10%, earning recognition from management for outstanding performance and dedication to customer service.

Insurance Verification Coordinator at Highmark Health, PA

Jul 2022 - Feb 2023

- Successfully reduced claim denial rates by 15% through meticulous verification of insurance coverage and coordination with team members to ensure accurate and timely submission of claims.
 - Streamlined the insurance verification process, resulting in a 20% increase in efficiency and reducing average call times by 10%, leading to improved customer satisfaction and reduced workload for staff.
 - Implemented a new tracking system for outstanding insurance verifications, which led to a 25% reduction in follow-up time and contributed to a 5% increase in overall departmental productivity.
 - Coordinated and facilitated training for 10 new hires, ensuring they were well-equipped to handle insurance verification tasks and contributing to a 30% decrease in errors made by new team members within their first three months of employment.
-

Education

Associate of Applied Science in Health Information Management at Harrisburg Area Community College, Harrisburg, PA

Aug 2017 - May 2022