

# LORNA SPECTRA

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## WORKER'S COMPENSATION CLAIMS PROCESSOR

- Offers nine years of specialized experience processing Worker's Compensation claims.
- Leverages a working knowledge of Workers' Compensation claims management laws.
- Well versed in medical and legal terminology vital to understanding the scope of complex claims.
- Project-oriented and organized with a strong mathematical aptitude and attention to details
- Exudes professionalism when engaging with customers to review claim requirements.
- assessments, meeting quality standards for services, and evaluation of customer satisfaction.
- Maintains a strong proficiency in word processing, file management, and forms / report processing.

## PROFESSIONAL EXPERIENCE

CLAIMS CLEARING - Greensboro, NC

2015 – Present

### INSURANCE CLAIMS PROCESSOR

- Manage a portfolio of 1,200 Workers' Compensation claims.
- Work closely with insurance carriers to obtain verifications and authorizations.
- Determine and approve disability payments and research claim status.
- Communicate with case managers regarding employees Return To Work eligibility.
- Process insurance claims in strict compliance with mandated guidelines and changes law.
- Review medical billings and supporting documentation for accuracy and completeness.
- Address and resolve issues and implement preventative action plans.

PINNACLE PROCESSING - Greensboro, NC

2012 – 20015

### INSURANCE CLAIMS PROCESSOR

- Determined the validity of Worker's Compensation compensability claims.
- Investigated and gathered incident reports and supporting information.
- Filed required documentation with state agencies and ensured compliance.
- Coordinated early Return-To-Work efforts with the case managers and employers.
- Authorized payments and managed subrogation of claims.
- Developed and maintained professional customer relationships.

## EDUCATION

**B.S. in Business Accounting** | UNIVERSITY OF NORTH CAROLINA - Greensboro, NC

## COMPUTER SKILLS

MS Office and Prism