

ARSLAN SHAHID BUTT

CLIENT SUPPORT EXECUTIVE
(MEDICAL)



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Lahore

SKILLS

- Customer handling
- Progressive thinking
- Creative mindset
- Best team player
- Problem-Solving
- Computer Literacy
- Project Management
- Strong Communication

EDUCATION

ICOM
BACHELOR OF COMMERCE
ACCA
IELTS

MEDICAL BENEFITS VERIFICATION AND PRIOR AUTHORIZATION EXPERIENCE

AS A PROGRAM SUPPORT SPECIALIST WITH A ROBUST BACKGROUND IN THE MEDICAL BILLING FIELD, I HAVE ACQUIRED EXTENSIVE EXPERIENCE IN CONDUCTING BENEFITS VERIFICATIONS AND PERFORMING PRIOR AUTHORIZATION TASKS FOR HEALTH CARE PROVIDERS, INCLUDING LIAISING WITH VARIOUS PAYERS SUCH AS HUMANA, BLUE CROSS BLUE SHIELD (BCBS), AETNA, MOLINA, AND UNITED HEALTHCARE. MY ROLE ENCOMPASSES ENSURING THAT ALL ASPECTS OF THE BENEFITS VERIFICATION PROCESS ARE EXECUTED EFFICIENTLY, ACCURATELY, AND WITHIN THE PAYER'S SPECIFIC GUIDELINES, THEREBY FACILITATING OPTIMAL CARE FOR PATIENTS AND SEAMLESS OPERATIONAL WORKFLOWS FOR HEALTHCARE PROVIDERS.

PROFILE

Fueled by an unwavering commitment to growth, I relentlessly pursue knowledge and mastery in the complexities of the medical field. My passion for healthcare drives me to embrace new challenges, adapting swiftly to evolving technologies and practices with meticulous precision. Through steadfast dedication, I aim to contribute meaningfully to the advancement of patient care and medical administration.

Objective

My objective is to secure this position to leverage my expertise in medical benefits verification and prior authorization, ensuring streamlined processes and optimal patient care. I aim to contribute my dedication to accuracy, efficiency, and problem-solving to enhance the organization's operational effectiveness. Through continuous learning and adaptability, I strive to further my professional growth while advancing the goals of the healthcare team.

EXPERIENCE

- Provided exceptional customer service by actively listening to and addressing customer concerns.
- Maintained a positive attitude and worked effectively in a team environment.
- Resolved customer complaints and issues in a timely and efficient manner.
- Developed a deep understanding of company products and services to effectively answer customer inquiries.

Skills:

- Excellent communication and interpersonal skills
- Proficient in Microsoft Office
- Strong problem-solving and critical thinking abilities
- Ability to remain calm and professional under pressure
- Ability to work effectively in a team environment

References: Available upon request.

°Dispatcher I Get Solutions

°Health insurance Speridian Technology

°Medical benefits verification Activekeysolutions

I would be an asset to your team due to my strong work ethic, adaptability, and expertise in [sales and support]. My proven track record of delivering results and my commitment to excellence make me the ideal candidate for this role.