

Natasha Rogers

Customer Service

W: <http://www.worky.com/natasha-rogers>

Natasha Rogers's Professional Experience

2008 - 2010 **SSI Group - Medical Billing Recovery Specialist**

Reviews correspondence pertaining to billing and accounts receivable.

Updates computer account files as needed.

Claim follow-up by phone for aged account balances.

Analyze and interpret claims regarding charges, payments and balances.

Analyze situations accurately and adopts an effective course of action.

Participates in departmental staff meetings.

Follows policies and procedures to maintain workflow standards.

Works with Collections Supervisor and Accounts Receivable Manager on resolution of accounts.

Providing Customers with excellent customer service

Submitting claims to insurance payers

Process and assist with medical billing claims

Support customer requirements in a timely and consistent manner, model exemplary customer service behaviors, with the customer as the primary focus.

Ensure that customer requirements are resolved in accordance with service level agreements and performance metrics.

Meet and/or exceed all service level agreements, performance metrics and Customer Service team goals.

Lead facility tours for end users.

Support customer needs and interact with other internal team to resolve service trends.

Authority to access proprietary computer systems and reports. Review reports and within established guidelines, makes appropriate decisions around support improvement plans.

Complete customer proprietary Special Reports and Inventory Analysis requests for customers.

Ensure data integrity.

Assist with account transition and training requirements related to Docu-Store.

Manage customer correspondence, surveys, and mailers related to Customer Service initiatives.

Maintain compliance with GHS Corporate Compliance Policies and Procedures, Joint Commission, DHR, HIPPA, and other Regulatory Agencies

Natasha Rogers's Education and Qualifications

1999 **Higher Diploma - General Studies**

Williamson

Diploma
