

# Megan Gonzales

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## SUMMARY

Hardworking and reliable with strong ability in working to exceeding goals and expectations. Highly organized, proactive and punctual with team-oriented mentality.

## SKILLS

- Interpersonal and Written Communication
- Claims Review
- Data Privacy Initiatives
- Claims History Analysis
- Claims Processing
- Critical Thinking
- Complex Mathematics
- Claim Form Analysis
- Claims Evaluation
- Decision-Making
- Client Interviewing
- Coverage Assessment
- Active Listening
- Fraud Identification
- Claims Investigation
- Property Adjusting
- Computer Skills
- Payment Processing
- Customer Service and Support

## Experience

### Claims analyst, smile brands October 2021-August 2024

- Prepared detailed reports on claim status, payment history, and other relevant information.
- Interpreted contracts to determine liability exposure in the event of a dispute or lawsuit.
- Investigated fraudulent claims by gathering evidence from various sources.
- Discussed current cases and issues in claim committee meetings.
- Followed all company procedures to keep data confidential.
- Maintained accurate records of all claim activities in accordance with company policies.
- Verified documents to ensure accuracy of information provided by customers.
- Reviewed coverage determinations, investigated and evaluated claims and negotiated settlements.
- Evaluated requests for additional benefits or changes in existing coverage levels.
- Input claim information and payments into company database.
- Reviewed customer claims, identified discrepancies and determined appropriate course of action.
- Assessed processing reports each day to effectively submit claims.
- Assessed dental records for coverage eligibility and benefit accuracy.
- Completed day-to-day duties accurately and efficiently.

### Front desk receptionist Celebrate Aug 2019- October 2021

## Aug 2024 - current

- Received incoming calls and coordinated with staff to fulfill patients requests.
- Protected patients' rights by maintaining confidentiality of personal and financial information and following HIPPA.
- Handled cash transactions accurately, balancing the register at the end of each shift.
- Assisted with preparing reports, presentations and other documents as requested by management staff.
- Provided excellent customer service by responding quickly to inquiries via phone or email in a professional manner.
- Reconciled daily financial transactions against cash receipts at the end of each day's business activity.
- Maintained an organized reception area and ensured that all patients were attended to promptly.
- Assisted with scheduling appointments for patients and visitors.
- Handled payment processing and provided patients with receipts and proper bills and change.
- Maintained patient accounts by obtaining, recording and updating personal and financial information.
- Performed data entry into computer systems to maintain accurate records of patient information.
- Signed for packages, recorded deliveries and distributed to personnel.
- Planned and completed group projects, working smoothly with others.

## Member Service Representative, MCNA, August 2017-July 2019

### San Antonio, TX

- Updated databases with new and modified customer data.
- Verified identity information on new accounts using established procedures.
- Provided support to members regarding account inquiries and resolving issues.
- Answered incoming calls regarding membership benefits and services.
- Engaged in conversation with customers to understand needs, resolve issues and answer questions.
- Participated in team meetings to discuss customer service strategies and goals.
- Greeted customers in a friendly and professional manner.