



ROMEO A.

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Prior Authorization
- RX Refill
- Scheduling Appointment
- Insurance Verification
- Complex Claims
- Billing
- RX and Medical Benefits

TOOLS

Genesys
LivePerson
Maestro
PAS
ICUE

PERSONAL PROFILE

Customer and Patient-Centered Professional with 7 plus years of experience in customer service, claims management, billing, prior authorizations, patient scheduling, insurance verification, and healthcare documentation. Skilled in conducting quality call audits and resolving escalations with irate patients. Proficient in HIPAA compliance and dedicated to delivering exceptional service.

WORK EXPERIENCE

UNITEDHEALTHCARE - MINNETONKA, MINNESOTA

Customer Support: October 16, 2017 – March 28, 2025.

- I specialized in Medicare Part D and C insurance for Americans with disabilities and retirees, providing accurate quotes for medical and pharmaceutical coverage.
- Assist members via chat, email, and outbound phone calls, ensuring professional, courteous, and efficient service.
- Held roles as Quality Analyst, Performance Coach, and Supervisor Escalation Specialist, handling complex member issues and maintaining high-quality service standards.
- Select to train new employees overseas, conducting comprehensive training sessions in India to enhance global team capabilities.
- Address client concerns, including eligibility, benefits, claims, billing, ID cards, and pre-authorization statuses.
- Coordinate with care providers such as primary care doctors, specialists, and laboratories to schedule member appointments.

- Review and resolved complex pharmaceutical and medical claims in collaboration with providers.
- Assist with billing inquiries, including monthly premium payments and benefit clarifications for medical and prescription claims.
- Submit prior authorizations for pharmaceuticals and medical services when coverage exceptions were required.
- Deliver empathetic customer service to resolve complaints efficiently, ensuring first-call resolution while maintaining detailed documentation for all interactions.
- Successfully manage eight distinct business lines, including:
 - o Prescription Drug Plan (PDP) for stand-alone prescription drug plans.
 - o Medicare Advantage East and West, serving region-specific member needs.
 - Credit Card Payments for processing monthly premium payments,
 - Website Technical Support for assisting members with portal and website issues and
 - Chat Support for members preferring chat-based assistance
- Tools: UHC Portal, Maestro, LivePerson

EDUCATION HISTORY

St John Bosco

- Computer Programming