

## Samela Rucker

### EDUCATION:

Heald College

Associate of Applied Science, Medical Assisting Front and Back Office

Graduated: April 2006

### RELATED SKILLS:

- Multi-line Phone
- Claims Experience
- Auditing
- Excellent Organizational Skills
- Quick learner
- Phone Skills
- Data Entry Skills

### EMPLOYMENT:

River City Medical Group/Vivant Health

Dates: 04/2018-Current

*Claims Adjudicator 1*

- Reviewing and analyzing claims inquiries, claims tracers, pended claims, explanation of benefits and reports to resolve claims issues
- Applying correct procedural codes, modifiers, manual pricing, coordination of benefits and billing limits with appropriate payment status and override notation, as instructed and per established procedures
- Modifying suspended claims; adjusting paid/denied claims, as necessary

Health Net

Dates: 11/2017-04/2018

*Claims Examiner 1*

- Determines level of reimbursement based on established criteria, provider contract, plan and employer group provisions.
- Performs limited duties, subject to review and approval, for the processing of such claims assigned, consistent with applicable policies, procedures and department guidelines.
- Processes routine claims within a single product line to determine the type and amount of benefit payable.

Blue Shield of California

Dates: 11/2015 – 07/2017

*Group Level Processor*

- Researched and resolved inquiries received via telephone or written correspondence.
- Effectively navigated through multiple platforms and research database applications to efficiently locate information to complete processing tasks.
- Consistently performed established performance metrics for high level data entry.
- Educated internal and external customers regarding contractual responsibilities, and updates to policies and procedures, improving overall customer satisfaction in the process.
- Maintained Provider contract files both electronically and manually

Payroll Systems

Dates: 05/2010 – 07/2015

*Payroll Handler*

- Accurately processed data (10-key), validation and transmission for weekly, semimonthly and sales payrolls.
- Audited reports, checks and purchased office supplies, shipped Payroll and Tax packages via FedEx, USPS, DHL and GSO.
- Assisted Office Manager, Operations Manager, with special projects.
- Report office equipment malfunction to appropriate individuals and follow-up to ensure problem is being addressed.
- Maintained Client files and tax documents.