

RASHIDA RAGLAND

Henderson, NC 27536 🏠
(919)339-7378 📞
shidagood@gmail.com ✉️



PROFESSIONAL SUMMARY

Versatile Customer Service Specialist highly effective at conflict resolution and persuasive communication. Knowledgeable about quality assurance and training. Reliable and driven, with strong time management and prioritization abilities. Hardworking and reliable with an excellent attention to detail.



EDUCATION

High School Diploma | Western Vance High School
2010
Graduated with honors and 3.0 GPA.



EXPERIENCE

Outreach Specialist | Best Practices

AUGUST 2021 – CURRENT

- Conduct nonclinical reviews based on applicable criteria and guidelines on requested services. Communicate to provider as well as member.
- Complete verbal and non-verbal outreach to providers or members to obtain the medical information for review.
- Identifies and refers organization determinations that require a clinical review by a nurse or medical director.
- Support the care management department by completing outreaches to members or providers to meet The Centers of Medicare & Medicaid Services (CMS) requirement for soliciting information.
- Conduct reviews of authorizations entered to ensure to avoid impacting claims payment.
- Serve as Subject Matter Expert.

Customer Service Representative III | nThrive

SEPTEMBER 2019– AUGUST 2021

- Collected money for the University Hospital of Newark, New Jersey for emergency visits, procedures, and/or doctor appointments.
- Assisted patients with setting accounts on payment plans and collected insurance information to submit a claim to insurance companies.
- Improved call management database efficiency by changing and updating call information.
- Researched denied claims, conducted coding reviews of medical records, and supported documentation against denied claims.

- Resubmitted claims with accurate coding.
- Corresponded to patient and physician's questions regarding EOB's, patient balances, co-pays, deductibles, write-offs, etc.

Data Entry Specialist | Affordable Care

JUNE 2018 – AUGUST 2019

- Answered incoming calls from customers interested in receiving services from Affordable Dentures and Implants.
- Assisted patients with scheduling appointments to be seen for extractions, implants, adjustments and relines on dentures.
- Provided referral to patients for dentist office in their area that offered routine dental work as far as cleanings, fill-ins, etc.
- Provided price ranges for services to patients.
- Sent messages to practices on behalf of patients.
- Used two computer monitors and multiple systems to assist callers while actively listening.
- Maintained expectations regarding call quality and resolution time.

Technical Support Representative | Conduent

JULY 2016 – APRIL 2018

- Maintained database by entering new and updated customer and account information.
- Prepared source data for computer entry by compiling and sorting information.
- Processed customer and account source documents by reviewing data for deficiencies.
- Entered customer and account data by inputting alphanumeric and numeric information on keyboard or optical scanner according to screen format.
- Maintained data entry requirements by following data program techniques and procedures.
- Verified entered customer and account data by reviewing, correcting, deleting, or reentering data.
- Maintained customer confidence and protected operations by keeping information confidential.
- Purged files to eliminate duplication of data.

Cashier | Food Lion

APRIL 2014 – JUNE 2016

- Greeted all customers and provided prompt, courteous customer service and assistance.
- Provided a neat and clutter free work area.
- Processed cash and all major card transactions with speed and efficiency in a busy retail store.
- Closed and opened the store which required punctuality and the ability to accurately close out registers.
- Maintained a perfect attendance record while frequently stepping up to substitute for absent personnel during other shifts.



SKILLS

- Strong Work Ethics
- Analytical Skills
- Strong Communication Skills
- Microsoft Office Proficiency
- HIPAA Certified
- Type 60 WPM