

REFERRED BY:
JADE FERNANDEZ
w/ PAPER
FLYER

June Cleofe D. Nalagon

Bacayan, Cebu City
Email: jc_nalagon@yahoo.com
Contact no.: 09369073332



Skills: Eligibility, Benefits, Claims and Prior Authorization

- Receive calls from Providers.
- Verify accounts of Policy Holders
- Assist / Give information regarding members Eligibility and Benefits
- Verifies Benefit coverage per member / Policy Holder
- Check procedure codes if valid and billable and verify if cpt / hcpc codes require prior authorization.
- Creates Prior Authorization for both outpatient and inpatient.
- Checks if provider can buy and bill the J-Code(drug code) which are covered under the member's policy
- Check claims status
- Check claim denials and verifies how claim got processed and what policies were used to deny the claim in question.
- Give instructions on how claims can be reconsidered and what to attachments are needed.
- Send back claims that were denied in error.
- Checks and verifies provider appeal status.
- Educate providers regarding timeframes for Claims Reconsideration and Appeals per State.
- Provide turnaround time for Review of Claim / Appeals

PERSONAL INFORMATION

Present Address: Bacayan, Cebu City, Cebu Province

Permanent Address: 233, Blk 4, Lot 5, Country Homes Subdivision, Ayala, Zamboanga City, Zamboanga del Sur

Sex: Female

Civil Status: Single

Religion: Roman Catholic

Citizenship: Filipino

Place of Birth: Zamboanga City

Height: 5'1"

Weight: 198 lbs

Father: Apolonio F. Nalagon (deceased)

Mother: Zenaides D. Nalagon

Language/dialect spoken: English, Tagalog, Chavacano

PRC License No. 0509151

Driver's License no.: J04-99-0722003

SSS no. 10-0748038-9

TIN: 424-076-832

Phil Health no. 14-025112009-5

*youngest of 4- old girls
father - deceased in 2014
mother - 76 y.o.*

*Grammar -
pronunciation -
Delivery of thoughts -*

Typing Test Result

SPEED: 35 WPM

ACCURACY: 94.3

EDUCATIONAL ATTAINMENT

Tertiary Education: Degree Holder
Course: Bachelor of Science in Nursing
School: Western Mindanao State University
Year Graduated: March 2008 *over 2 years*

Tertiary Education: Degree Holder
Course: Bachelor of Arts in Mass Communication
(Major in Journalism)
School: Western Mindanao State University
Year Graduated: October 2002 -

Secondary Education: Claret School of Zamboanga
Year Graduated: 1991

Primary Education: Claret School of Zamboanga
Year Graduated: 1987

EMPLOYMENT SUMMARY

Customer Service Representative United Health Group *(Optum Global Solutions)*
Provider E&I (Employer and Individual) - *strategic work*
9th Flr, Calyx Bldg, - *take calls/solve with time frame*
I.T. Park, Apas, Cebu City, Cebu
October 7, 2015 - Present

Customer Service Associate I Convergys - *doesn't like sales*
Time Warner Cable (SoCal) - *didn't pass the Metrix*
I.T. Park, Salinas, Cebu City
November 17, 2014 - May 15, 2015 - *GMU*

Liaison Officer/
Purchaser Salug Valley Enterprise Development Corporation
Molave, Zamboanga del Sur
April 8, 2013 - November 14, 2013

Volunteer Operating Room Nurse Zamboanga City Medical Center
Veterans Ave., Zamboanga City,
Zamboanga Del Sur
September 25, 2009 to January 17, 2010

Volunteer Staff Nurse Camp Navarro General Hospital
Upper Calarian Zamboanga City,
Zamboanga del Sur
February 2, 2009 to August 2, 2009

Quality Controller Atlantic Seafoods Corp.
Talisayan, Zamboanga City

Can Feeder/ Labeling/
Warehouse Ayala Seafoods Corp.
Isidro Drive Ayala, Zamboanga City
February 2000 to April 2002

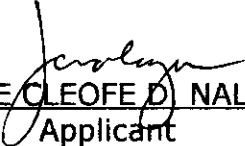
Apprentice
Newswriter/ Radio
Broadcaster/ Traffics DXXX-RPN 5
Tugbungan, Zamboanga City
1997 - 1999

CHARACTER REFERENCES

Rogelio Decierdo Team Lead, Provider E&I
United Health Group
9th Fl, Clayx Bldg.,
I.T. Park, Apas, Cebu City, Cebu
Mobile #: 09065565151

Jordana Marie Bariquit WRS (Waiting Room Solutions) Health
Medical Biller
Formerly UHG Team Lead, Provider E&I
Mobile# 09171250476

Gistinne Albino WRS (Waiting Room Solutions) Health
Medical Biller
Formerly UHG Team Lead, Provider E&I
Mobile#: 09399353672


JUNE CLEOFE D. NALAGON
Applicant