

Aris Brooks

Patient Care Specialist

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"My objective is to obtain a position as a team-player in a people-oriented organization, where I can maximize my experience in a challenging environment to achieve the corporate goals."

WORK EXPERIENCE

Benefits Verifications Specialist

Davita RX - Coppell, TX - December 2012 to July 2016

- Verified pharmacy and medical benefits for all insurance types.
- Assisted medicare patients with plan selections during Medicare's open enrollment.
- Assisted the customer service department; Took inbound calls from patients, insurance plans, and doctors offices.
- Assisted the pharmacist and doctors office with any prescription or insurance inquiries regarding patients.
- Refilled medications for patients, and answered any questions regarding thier medications.
- Assisted the Quality Assurance team with monthly QA for teammates.

Customer Relations Specialist

Prime Therapeutics - Irving, TX - July 2010 to December 2012

- Filled prescriptions for patients through an online based system.
- Verified pharmacy and medical benefits for Blue Cross Blue Shield members.
- Processed pharmacy and medical claims, and assisted with making sure payments were processed on time.
- Assisted doctor's office with patient information, and prescription information.
- Explained pharmacy and medical benefits to patients via phone, or through email.
- Resolved patient complaints, and aassisted patients with on-line issues.
- Assisted patients with credit card and debit card payments via phone.

Risk Associate

Capitol One Auto Finance - Plano, TX - May 2009 to July 2010

- Activated new auto loans for customers via phone.
- Provided customer service for all auto loan customers via inbound calls.
- Assisted customers with auto loan issues, and answered any questions regarding their auto loan.
- Helped customers bring their past due auto loan accounts current by finding different methods that work best for the customer and company.
- Handled credit card and debit card payments from customers via phone.
- Assisted with finding out resolutions to bring accounts in the repo stage current.
- Provided customers with auto loan information and provided customers assistance with understanding their auto loan.

Verifications Specialist

Third Party Solutions - Irving, TX - January 2008 to March 2010

- Answered inbound calls from pharmacist and physicians.
- Obtained authorizations for medications being dispensed at pharmacies by verifying claims with employers, insurance companies, physician offices and patients via telephone or fax.

- Filled out any forms necessary and utilized all resources such as handbooks or Internet.
- Contacted all appropriate parties to obtain, verify and validate correct claim information, with minimal errors.
- Responsible for billing patients on denied claims with state regulations.
- Assisted customer service with all inbound calls from patients regarding thier account.

References are available upon request.

EDUCATION

Diploma in Pharmacy

Remington College - Fort Worth, TX
2008 to 2009

ADDITIONAL INFORMATION

Skills Profile:

- Advanced computer and software skills (Data Entry and 10 key).
- Experience with handling personal and private information.
- Experience with resolving customer complaints/concerns.
- Commercial, Medicare, and Medicaid insurance knowledge.
- Type 40-50 wpm.
- Outbound/Inbound call center knowledge.
- Good filing and organizational skills.
- Excellent customer service and phone etiquette skills.
- Quality Assurance knowledge and training.