Elisabeth Segura

San Antonio, TX

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**SKILL HIGHLIGHTS**

* Customer Service
* Medical scheduling
* Insurance verification
* Healthcare
* Microsoft Office
* ICD 9/ICD 10 knowledge
* Data entry

**PROFESSIONAL EXPERIENCE:**

**CVS Caremark**

**08/2023-03/2023**

**San Antonio, TX**

***Customer Care Rep-*** Claims processing. Helping customers manage their prescriptions and insurance benefits. Verifying in-network and out of network coverage. Providing cost estimates for medications based on plan information. Maintaining member’s privacy information in accordance with HIPPA laws. Starting prior authorizations, new prescription requests, verifying prescriber information to ensure accuracy, and helping members with technical issues on the company website.

**4J Car Care**

**08/13/2019- 03/09/2020**

**New Braunfels, TX**

***Customer Service/Cashier***- Answering phones, cash handling, processing transactions for business and customer accounts, helping with oil changes and basic maintenance of vehicles, maintaining cleanliness of the office, working directly with the public to provide professional customer service.

**Texas State Optical (TSO)**

**10/01/2018- 01/25/2019**

**New Braunfels, TX**

Receptionist/Office Assistant- Scheduling patients, administering the preliminary testing and collecting patient medical history. Taking payments for services rendered. Insurance verification and coordination of benefits. Sending emails to patients and other offices. Dispensing mail throughout the office. Quickly addressing the needs of patients and coworkers in a satisfactory manner.

**CBE Companies**

**03/19/2018-09/24/2018**

**New Braunfels, TX**

Fraud Prevention Specialist/First Party Collections**-** Processed claim information in regards to fraudulent activity with account information, investigated orders and equipment charges to determine if valid, handled financial transactions, reinstated cellular services after accepting payment, set up payment plans, utilized LexisNexis to search customer demographic information, answered customer questions and complaints, provided satisfactory customer service and teamwork with coworkers.

**Carenet Healthcare Services**

**08/28/2017-02/19/2018**

**San Antonio, Tx**

Engagement Specialist- Assists members with information pertaining to their healthcare benefits including but not limited to: channeling providers, quoting benefits, submitting claims and appeals, responding to healthcare providers inquiries and concerns. Maintaining customer privacy in accordance with HIPAA laws and regulations.

**Nurses Etc. Staffing/Brooke Army Medical Center**

**02/16/2017-07/15/2017**

**San Antonio, TX**

CNA- Basic certified nursing assistant duties including but not limited to: bedside glucose checks, patient vitals, assisting with ADLs including grooming, documenting patient information, providing direct supervision to patients, assisting nurses and other CNAs as needed, helping promote co-worker and patient safety at all times.

**JP Morgan and Chase Co.**

**03/07/2016- 09/06/2016**

**San Antonio, TX**

Fraud Hotline Specialist I- Answers phones in a friendly and professional manner, data entry, resolving customer complaints and concerns independently and quickly, taking payments, and working in a fast paced environment. Basic call center work.

**Metropolitan Methodist Hospital**

**02/24/2014- 10/22/2015**

**San Antonio, TX**

CNA- Patient vitals, grooming and bathing, patient nutrition intake, assisted with medical procedures as needed, exhibited compassionate care and communication, performed surgical baths, assisted with wound dressings, glucose checks, performed EKGs as needed, responded promptly and assisted with emergency medical situations, sensitive to the needs of geriatric patients.

**EDUCATION AND TRAINING**

**CERTIFICATION/LICENSURE**:

* ***St. Philip’s Community College***: Information Technology and Cyber-Security Specialist, AAS (currently enrolled)
* Phlebotomy/EKG: Kaplan College, San Antonio, TX (January 2013-September 2013)
* CNA: Savant Achievement Center San Antonio, TX (June-July 2012)

**HIGH SCHOOL:** Luther Burbank High School: August 2007- June 2011