

Endorsements

“Maria resolved every problematic claim and issue I brought to her attention; her actions are quick to research and resolve the matter efficiently and effectively.”

(Member, Board of Directors, Local 1181)

“Maria is knowledgeable about plan benefits; she follows up on all requests made and is extremely pleasant.”

(Chief Medical Officer, Magnacare)

“Maria’s inspiration encouraged others to excel in their job duties. The entire department ran smoothly, accurately, efficiently, and in harmony.” (Director, Local 1181)

“Maria’s dedication and compassion are exemplary to the needs of our members.”

(President, Local 1181)

Education

Certified in Medical Billing, Queens, NY

Graduate, John Adams, High School, Queens, NY

Profile

- Eight years of experience troubleshooting medical, dental, COBRA, workers’ compensation, pension, annuities, and welfare contribution inquiries; track record for exceeding expectations for resolving open claims issues.
- Collaborative supervisor with proven success redesigning workflow to build efficiencies and improve customer servicing and employee morale.

Areas of Expertise

Claims Processing
Subrogation Cases

Summary Plan Modifications
Workflow Management

Staff Management
Employee Training

Experience

FUND SERVICE DIRECTOR

Local 30 International Union of Operating Engineers, (I.U.O.E.), Queens, NY, 8/07 to Present

Educate members on policies and benefit guidelines. Liaise with city auditors and accountants to ensure compliance and handle all custodial responsibilities for the operation.

INSURANCE MANAGER

Consolidated Bus Transit, Brooklyn, NY, 9/06 to 8/07

- In just a few weeks, drastically reduced time spent retrieving critical medical records documentation by transforming a disorganized system into an intuitive one.
- Saved the union a significant amount of money in erroneous processing fees and unapproved benefits coverage by discovering and correcting a computer error.
- Created more efficient and real-time administrative workflow for processing medical leave requests; reduced administrative delays and errors and reduced time spent processing claims.

DEPARTMENT HEAD OF MAJOR MEDICAL

1181 A.T.U., Amalgamated Transit Union, Queens, NY, 2000 to 2006

Groomed to department head position after holding medical examiner and assistant department head positions. Supervised 20 medical examiners, customer service representatives, and administrators.

Cost Saving Initiatives

- Recouped \$43K in benefits payments and worker’s compensation claims by auditing benefits status and meticulously managing paperwork to verify employee eligibility.
- Saved a member thousands of dollars in medical fees by negotiating an in-network payment for an out of network surgery.

Process Improvements

- Transformed a disorganized department with low morale; commended by senior management for ability to turn around the team.
- In just one week, analyzed and corrected multiple complex Medicare billing errors for a senior-level member and became the designated go-to person for all future claims.
- Trimmed customer response time dramatically by analyzing downtime and transitioning workflow from a single point of contact to a shared contact for all inquiries.