

Teri Moore

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Professional Summary

Outgoing, offering superb customer service with unique ability to relate to diverse clients in diverse situations. Handles tasks with accuracy and efficiency.

Skills

*Customer Service *Negotiation *Complex Problem Solving *Speaking *Quality Control

Experience

Child Care Council of Kentucky

Claims Specialist (October 2009-Present)

- Verify state funds for the Child Care Assistance Program are being administered correctly
- Schedule phone appointments with clients and/or day cares to discuss how possible overpayment(claim) happened and explain procedures for processing the claim
- Collect information (i.e. pay stubs, attendance records and child support payments) via state databases, email, fax, US postal service or phone to determine if claim exists and claim amount
- Process potential claim in a timely manner and enter claim information into Child Care Council database making sure database is kept current
- Scan and email forms to state showing claim amount, reason for and time frame of claim to be entered into state payment database
- Maintain client files concerning their claim
- Receive and process any claim payments made in person
- Answer any questions concerning a claim
- Prepare evidence for any local hearings or judicial actions and testify about any aspect of the claim
- Maintain confidentiality

Eligibility Specialist (August 2000-September 2009)

- Communicate with potential clients, current clients, employers social service workers and day cares for proper implementation of the Child Care Assistance Program
- Collect information to determine client's eligibility for assistance

- Act as a liaison between clients and day cares
- Conduct in person interviews
- Maintain client files and phone log of calls
- Maintain confidentiality

First Southern National Bank

Teller (February 1998-July 2000)

- Receive deposits and verify amounts
- Balance cash drawer daily
- Take and process loan payments
- Security officer

National Healthcare Review

Nurse Auditor (May 1992-May 1994)

- Audited patient charts, after discharge, for chargeable procedures and items
- Communicated with various hospital departments to verify questionable issues
- Conducted audits with insurance company representatives to reconcile discrepancies in charges
- Call in daily reports to main office in California

Education

University of Tennessee

Graduated June 1983 with Bachelor in Science, Nursing