

Amy C Anderton

Objective: To gain employment and provide exceptional customer service to those I interact with. Over 20 years of work experience.

**Work History:**

**Sandy City Corporation**

November 2014 – February 2023

**Engineering Clerk**

Point of contact and support for Engineers, residents, contractors and consultants in Public Utilities. Site plan review for accessory structures. Understanding of subdivision, utility, development, and building site plans. Understanding of Accounts receivable for Engineering services for Capital and Development projects. Track requisitions, purchase orders, invoices and contractor billing to ensure billing compliance with legal agreements and contracts. Safety Committee Secretary. One and half million hours of a safe work environment and culture.

**Code Enforcement and Event Permit Technician**

Respond to code enforcement inquiries by phone and email to internal and external customers. Coordinate officer schedule, inspections, case entry and reporting. Coordinate property abatements, payments, property liens and notices. Facilitate utility service transfers for properties recently annexed into Sandy City. Coordinate and planned city wide clean-up program with Parks and Recreation and other local committee members including The Exchange Club of Sandy and Canyons School District. Permit neighborhood special events.

**Union Pacific Railroad Employees Health Systems**

October 2008 – November 2014

**Network Analyst**

Receive daily batch files of providers added to network file from electronic clearinghouse, while verifying submission is within Medicare guidelines. Verify import of network information, including claim forms fields. Add providers to the network file based on claim information and make calls to providers if necessary and develop external relationships. Provide telephone support for level II customer service calls regarding billing issues for providers.

**Recovery Analyst**

Review electronic credit card batches and determine possible merchant errors. Verify Tax Identification (TIN) matching with Internal Revenue Service (IRS) for Accounts Payable. Review and process incoming mail for the finance department including payments, refunds, voids and stop payment requests. Provide support for customer service and claims department on appeals and general account inquiries.

#### **Customer Service**

Telephone support representative for providers and beneficiaries calling to retrieve medical benefits, eligibility, claim payment or denial inquires and other member or benefit information.

#### **Blue Cross Blue Shield of Utah**

June 2005 – September 2008

##### **Provider Education Representative**

Responsible for planning, research, writing and presenting educational material to Medicare providers and beneficiaries. To ensure quality administration of Centers for Medicare and Medicaid Services (CMS) regulations while serving as a channel of communication to/from providers to reduce claim processing errors and build positive professional relationships. Maintain excellent knowledge of CMS regulations, processing guidelines and systems. Provide support to internal teammates, external congressional offices and CMS. Participate and actively support committee meetings.

##### **Freedom of Information Act Correspondence**

Responsible for providing timely, accurate information to providers, beneficiaries and other sources regarding Medicare inquiries via written correspondence.

##### **Electronic Data Interchange (EDI) Support Specialist & Customer Service II**

Provide support for electronic claim submission and transactions. Initiate and maintain professional relationships with providers, clearinghouses and practice management providers. Educate providers about electronic claims. Provide internal support to customer service as a resource for difficult calls.

#### **Aetna Behavioral Health**

May 2002 – June 2005

##### **Customer Service**

Telephone support representative for patients and providers calling to retrieve eligibility, benefit and mental health authorization while documenting and meeting HIPAA guidelines.

##### **Receptionist II and Human Resource Assistant**

Greet and welcome visitors and vendors. Operate 10-line PBX phone line taking incoming calls. Maintain conference room schedule and accounts receivable. Prepare new hire paperwork including offer letters and benefit overview.

#### **Education:**

Salt Lake Community College – Taylorsville, Utah

June 2001-May 2003

Hillcrest High School – Midvale, Utah

2002 – Graduate

Jordan Applied Technical Education Center – Sandy, Utah

2000 – Nurse Assistant Certification