

COURTNEY MCCULLUM

Clinton Township, Michigan 48035 (248) 619-5461 Courtneymccullum51@gmail.com

Professional Summary

Detail-oriented and highly organized healthcare support professional with experience in claims processing, insurance verification, and patient record management. Skilled in data entry, HIPAA compliance, and administrative documentation. Seeking a remote, non-phone role leveraging strong typing skills, medical knowledge, and a proven ability to manage information with accuracy and confidentiality.

Skills Data Entry (55 WPM typing speed)

- Claims Processing & Documentation
- HIPAA Compliance & Confidentiality
- Insurance Coding (ICD-9, CPT)
- Microsoft Office & Medical Billing Software
- Time Management & Task Prioritization
- Pharmacy Law & Healthcare Regulations
- Remote Work Readiness (self-motivated, tech-savvy)



Pharmacy Claims Specialist (Remote) 07/2024 to Current CVS

- Accurately processed high-volume medical claims with attention to detail
- Investigated and resolved claim discrepancies to prevent processing delay
- Adapted to multiple pharmacy roles as needed to support efficiency

Patient Care Coordinator (remote) 11/2023 to 06/2024 Henry ford

- Managed sensitive patient information in EHR systems
- Maintained HIPAA compliance across all patient-facing and data entry duties
- Responded to patient needs via secure messaging and document processing

Claim Processing Specialist (remote) 01/2022 to 10/2023 Health Alliance Plan Of Michigan

- - customer disputes by gathering evidence, preparing cases, and handling appeals virtually.
- - Reviewed insurance and claims documents to verify required information and secure any missing data for settlements.
- Maintained strong knowledge of medical terminology to better understand services and procedures.

Education

Medical Assistant Certificate 12/2022 **Ross Medical Education Center** - New Baltimore, Michigan

Certifications

Basic Life Support for Health Care Providers 09/2024

McKee Central Real Estate Certification 02/2023

Adjuster Pro Insurance adjuster 01/2025