

# ANGELICA ESPOLE

## CUSTOMER SERVICE REPRESENTATIVE | CLAIMS & PRIOR AUTHORIZATION SUPPORT

📍 Quezon City, Philippines

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### PROFILE SUMMARY

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Customer Service representative with 1+ years of experience supporting US-based healthcare operations in claims processing, prior authorization, appeals management, and member/provider communications. Experienced in handling high-volume patient inquiries while maintaining accuracy, confidentiality, and compliance with healthcare standards. Proficient in healthcare systems such as MedCompass and HealthRules Payer (HRP), with strong knowledge of CPT, ICD-10, and HCPCS coding. Adept at documentation, workflow coordination, and delivering efficient administrative and patient support in fast-paced environments.

### KEY SKILLS

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Customer Service representative | Claims Processing | Prior Authorization Support | Appeals Handling | Patient & Provider Communication | Denial Management | Medical Documentation | Workflow Coordination | Data Entry Accuracy | Conflict Resolution | Time Management | Customer Support (Voice & Non-Voice)

### TECHNICAL PROFICIENCY

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**Healthcare Systems:** MedCompass, HealthRules Payer (HRP)

**CRM Tools:** Quickbase

**Medical Knowledge:** CPT Coding, ICD-10, HCPCS, Utilization Review, Claims Adjudication

**Productivity Tools:** MS Office (Excel, Word), Google Workspace

**Communication Tools:** Email, Voice Support, Internal Ticketing Systems

### PROFESSIONAL EXPERIENCE

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#### Customer Service Representative (Healthcare Account)

**Concentrix – Quezon City, Philippines** | Aug 2024 – Apr 2026

- Managed 30+ daily patient and provider inquiries from US healthcare members, ensuring accurate resolution and professional communication
- Processed claims, benefits verification, and appeals inquiries while maintaining compliance with healthcare regulations and documentation standards
- Handled prior authorization requests using MedCompass, ensuring timely updates and accurate eligibility verification
- Performed denial management tasks including appeal preparation, root cause analysis, and coding validation using CPT, ICD-10, and HCPCS guidelines
- Utilized HealthRules Payer (HRP) for healthcare administration processes including claims review, configuration, and workflow tracking
- Coordinated with internal teams to resolve escalated cases and improve turnaround time for healthcare service requests

### REMOTE WORK READINESS

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- EXPERIENCED IN US HEALTHCARE OPERATIONS WITH HIGH-VOLUME CASE HANDLING
- STRONG WRITTEN AND VERBAL ENGLISH COMMUNICATION FOR PATIENT AND PROVIDER SUPPORT
- COMFORTABLE WORKING US BUSINESS HOURS (EST/PST COVERAGE READINESS)
- DETAIL-ORIENTED WITH STRONG COMPLIANCE AND CONFIDENTIALITY AWARENESS

### EDUCATION

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National Teachers College (2019 – 2020) - Bachelor of Science in Psychology (Undergraduate)

University of Manila (2018 – 2019) - BS Accountancy (Undergraduate)