

Jonathan Murgia

4 Shimmering Oak Court Chico, CA 95926

Cell: (530) 228-1160

E-Mail: jonmurgia.biz@gmail.com

Objective

Dedicated individual seeking a position within a fast-paced healthcare environment. Experience with multiple hospital / client systems including, but not limited to: Epic, Meditech, NThrive, AS400, Medhost, Paragon, iSet, Onecontent, Epremis, Availity portal. Several years' experience in working with commercial health insurance companies with third party liability / HMO. Experience in working with VA, Tricare, Champ VA, Tricare for Life and Triwest. Dedicated to meeting and exceeding daily quota requirements. Proficient in day-to-day office environment software that includes Microsoft Office Suite (including Excel), medical terminology and basic procedure coding knowledge.

Experience

Elevate Patient Financial Solutions

06/2022 – 04/2025

Claims specialist - Elevated client accounts to rebill / follow-up on necessary claim denial and appeals. Processing and applying EOB and payor / patient payments to client account.

United Healthcare Chico, CA

06/2019-11/2021

Benefit Advocate T1 – Compassion calls with members. Navigate the health insurance industry / applications. Inbound call center. Compassion, Integrity, Relationships, Innovation and Performance are the company traits. Use of UB and 1500 forms to determine CPT / HCPC, ICD 10 codes for billing modifiers and UB revenue codes for billing. Verifying if prior authorization was obtained or submitted. Submission of appeal to claims and follow-up on appeals per member request. Assisted member in verifying active benefits, in network physicians, and facilities. Verified prescription coverage when requested by member.

Digitalpath.net Chico, CA

07/2016-06/2019

Sales / Customer Service Advocate – Informed customers of sales and promotions to build customer base, boost traffic, sales and increase customer loyalty. Projected client satisfaction trends and product usage to marketing, sales and research / development. Exceeded call monitoring expectations on daily / monthly basis via accurate reporting and processing. Delivered superior customer service to retain existing customers and to attract further customers.

Sears Holdings Corporation Chico, CA

08/2008–07/2016

Followed up with customers after completed sales to assess satisfaction and resolve technical or service concerns. Showcased product features to customers and discussed technical details to overcome objections and lock in sales. Communicated client satisfaction trends and products usage to leadership. Cross trained for multiple positions including inventory, fine jewelry, flatware, warehouse, appliance / electronics, sales and delivery.

Education

California State University Chico

2013

BA in communication design with options in media arts.

Skills

- Ability to navigate across multiple customers' demands and balance competing priorities successfully.



- Ability to analyze, identify and articulate identified trends and report trends succinctly in a clear and concise manner
- Strong communication (verbal and written), organizational, problem solving and team player skills
- Ability to analyze, identify and articulate identified trends and report trends succinctly in a clear and concise manner
- Ability to solve problems using critical thinking skills
- Maintains confidentiality of sensitive information
- Ability to think critically and identify the impact across the revenue cycle with a solution-oriented approach
- Excellent trainer for new / current employee
- Experience in managing a team to meet daily quota.
- Experience in working with commercial health insurance companies with third party liability / HMO.
- Experience in working with VA, Tricare, Champ VA, Tricare for Life and Triwest.
- Knowledge of hospital systems include, but not limited to:
 - Epic
 - Meditech
 - NThrive
 - AS400
 - Medhost
 - Paragon
 - iSet
 - Onecontent
 - Epremis
 - Availity Portal
- Great attitude with clients, co-workers, and the general public, professional appearance, and mannerism. Hard working and fantastic problem solver with excellent customer service
- Knowledge of Microsoft Office Suites for PC and Apple
- Knowledge of support ticket and call center and knowledge-based systems.