

# **Rebecca L. Golden**

(262) 370-4581

(262) 728-6122

[trnrofgryhnds@yahoo.com](mailto:trnrofgryhnds@yahoo.com)

## **United Health Care - Processworks**

### **Claims Examiner**

- Analyze and process disputes for charges/claims made with debit cards.
- Process letters for all correspondence necessary.
- Train new employees for all department responsibilities.
- Work with the call centers as Subject Matter Expert.
- Audit claims and accounts for processing errors.
- Correspond with clients and participants regarding accounts.
- Assist brokers and sales representatives with account inquiries.
- Ensure all activities are according to HIPPA laws and regulations.
- Ensure all systems have updated overnight, and update them manually if not completed.
- Create training manuals, standard forms, and operating procedures.
- Verify correct implementation of plans.
- Assist other teams as needed.

## **Golden Kennels**

### **Trainer/Co-Manager**

- Supervision of all employees.
- Correspond with inbound and outbound haulers, companies, owners, and customers.
- Maintaining State of Wisconsin records.
- Scheduling.
- Assisting with Payroll.
- Responsible for the physical and medical well being of 72 racing greyhounds.

## **Processworks – (United Benefit Service)**

### **Claims Processor**

- Analyze and enter Flexible Spending Account claims according to IRS regulations.
- Process letters for all correspondence necessary.
- Correspond with employers and employees regarding accounts.
- Ensure all activities are according to HIPPA laws and regulations.
- Assist other teams as necessary.

## **Programs:**

MS Word - proficient  
MS Excel - intermediate  
Outlook – proficient

## **Education:**

Diploma in Paralegal Studies - Professional Career Development Institute

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## **References:**

Tammi Bingaman (352) 459-8612

The Flex Company (now known as: United Benefit Services) - Manager  
Golden Kennels - Employee

Doug Golden (414) 762-0646

Golden Kennel - Owner (partner)  
Brother-in-law

Chris Klein (414) 610-6957

United Health Group - Coworker

April Alexander (262) 374-1247

Golden Kennels - Employee

Judy Jacobs (262) 325-8803

United Health Group - Supervisor