

Thomas Anderson

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SUMMARY OF QUALIFICATIONS

- 10 years of applying state, federal laws in healthcare, workers comp, and workforce development
- 7 years of eliciting responses required for studies, claim processing, and troubleshooting tasks
- 7 years of customer service experience including in person, phone, fax, email and post
- 4 years of critical thinking and analysis processing claims and reviewing coverage and eligibility
- 3 year of analyzing practices and applying continuous process improvement strategies
- 2 years of investigation, managing payments, communicating policies to insurance customers

WORK HISTORY

WorkSource Specialist 4 Wagner Peyser

January 2024 – December 2024

WorkSource Thurston, Employment Security Department – Tacoma, WA

- Review and contact all WorkFirst TANF referrals submitted by DSHS
- Document all client interactions with casenotes in ETO and eJAS
- Guide participants in developing employment portfolios to prepare them for job search readiness
- Coordinate client concerns and readiness with case managers to attain best outcomes

WorkSource Specialist 4 Wagner Peyser

July 2020 – December 2023

WorkSource Pierce, Employment Security Department – Tacoma, WA

- Document RESEA appointments and validate participant records using ETO, RAS, and UTAB
- Develop individualized job plans using labor market information
- Collaborate with interoffice teams like TRA/TAA, WorkFirst, Veteran's Services, and WIOA
- Adhere to state and federal regulations by applying TEGs, WINs, CFR, and RCW
- Track and enter customer contacts in Smartsheets and individual basic services in ETO
- Identify areas to streamline services, engaging in continuous improvement processes

Supported Employment Specialist

April 2019 – June 2020

Supported Employment, Metropolitan Development Council – Tacoma, WA

- Provided services funded by Medicaid through HCA Foundational Community Supports
- Documented all interactions in ETO and generate reports for billing and program monitoring
- Developed program operations with program lead and department manager
- Determine eligibility through Medicaid and submitted applications to the Health Care Authority
- Built customized supports with businesses to develop accommodations for participants
- Provided job supports for working clients to sustain their employment and grow in their careers

Assessment Worker

November 2018 – April 2019

Energy Assistance Program, Metropolitan Development Council – Tacoma, WA

- Interviewed vulnerable populations to determine eligibility for energy and rental assistance
- Maintained records, schedule appointments, and tracked missed client opportunities in Access
- Identified referral opportunities for services such as housing, weatherization and employment
- In front desk role, reviewed application packets, scheduled appointments, and explained services

Claims Analyst**August 2017 – July 2018****FCE Benefit Administrators, Claims Dept. – San Antonio, TX**

- Processed 100 claims daily from 20 dedicated clients each with limited and full coverage plans
- Reviewed claims and appeals for codes, medical records, letters of necessity and itemized bills
- Educated providers on claim requirements and explained covered benefits and services
- Maintained records with benefit eligibility specialists, premium analysts and accounts receivable

Claims Specialist 1**November 2015 – May 2017****Liberty Mutual, Workers Compensation – Portland, OR**

- Managed 120 claims by interviewing parties, reviewing medical and determining compensability
- Assessed claims for loss recovery, nurse management and vocational rehabilitation opportunities
- Engaged in weekly team huddles employing LEAN strategies to better serve customers
- Referred suspicious claims to investigators and escalated high exposure claims to complex unit

Customer Service and Claims Representative 2**October 2014 – November 2015****The CHP Group, Claims Department – Beaverton, OR**

- Answered 65 calls daily and documented the nature of each phone call in a journal entry
- Met claim production goal of 60 claims daily while maintaining internal accuracy requirements
- Wrote procedural guides to standardize department work and drafted policies and procedures
- Researched provider reconsideration requests, determined decision and mailed out responses

Customer Service Representative**January 2014 – September 2014****WSECU, Contact Center – Olympia, WA**

- Conducted transactions such as transferring money, paying loans, and issuing cashier's checks
- Monitored each account for signs of suspicious behavior and banking regulations avoidance
- Troubleshoot issues regarding order of debit and credit cards transaction and overdraft charges

Data Compiler 1**September 2013 – December 2013 & August 2011 – April 2012****Employment Security, Labor Market Economical Analysis – Lacey, WA**

- Raised response rate to 2103 Seasonal Agricultural Worker Wage survey by 50%
- Gathered data for input-output analysis, green jobs growth, job vacancies, H2A wage calculation
- Reviewed collected information for completeness and compiled it into a browser based database

EDUCATION**Western Washington University – Bellingham, WA**

Bachelor of Arts in Sociology, Minor in American Cultural Studies

Graduated March of 2010

Grays Harbor College – Aberdeen, WA

Associate of Arts, Social Science and Humanities emphasis

Graduated June of 2007