

Shanna Mandell

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EDUCATION

University of North Texas

Denton, Texas

Bachelors of Arts, Radio Television Film

SKILLS

Attention to detail, excellent customer service skills, Proficiency in Microsoft Office Applications, Windows Operating System, Mac OS X , AppleWorks, Apple iWork, Linear editing, Non-linear editing, Broadcast copy-writing, studio production, lighting design, set design, sound and light board operation, video switcher, Tele-Prompter, set construction

EXPERIENCE

Spending Account Department Administrator, Highmark Blue Cross Blue Shield of Pennsylvania, Pittsburgh, PA

October 2012 to August 2023

As administrator for the department I am in-charge of mailing letters and claims to our imaging company, overpayment letters to provider and members, ordering supplies, and keeping track of all these items on easy to understand spreadsheets.

Spending Account Cash Receipt Associate Highmark Blue Cross Blue Shield of Pennsylvania, Pittsburgh, PA
October 2012 to August 2023

As a Cash Receipt Associate, I refunded the member's accounts after adjustments by the medical. Refunds also came from the providers in the case of mistaken filings or the member had secondary coverage. Another refund would come from the member themselves for mistaken reimbursement. In addition or refunding member's accounts we also issued additional payments or overpayment refund requests after a claims adjustment or a mistaken payment was made. For overpayments letters are sent and a case is created for the refund request. If the refund is received after an automatic write-off or the refund is sent for a prior year HSA transaction, a check will be sent to the provider or the member, depending on the case. Additionally a letter will be sent to explain the payment.

Health Savings Account Claims Support Specialist, Highmark Blue Cross Blue Shield of Pennsylvania, Pittsburgh, PA

October 2012 to August 2023

As a claims processor I substantiate claims sent in for members flexible spending accounts. I must not only process the claims according to the members' health plan rules but also the rules set aside by the IRS. The substantiation includes both reimbursement requests to the member and verification of a eligible expense being paid through the member's debit card for their accounts. Health spending accounts include HSA (Health Saving Account), FSA (Flexible Spending Account) and HRA (Health Reimbursement Account) account and they vary based on plan set by both the member's company and the IRS. This job uses extensive research skills to look up procedures to make sure they are eligible and also look in our claims system to verify if the corresponding claim is eligible based on the payment type (co-pay, deductible, coinsurance).

Clerk 4 Imaging Clerk and Spending Account Department Administrator, Highmark Blue Cross Blue Shield of Pennsylvania, Pittsburgh, PA

January 2010 to October 2012

Image Verification Specialist, Employee Benefits Data Services (a Highmark Blue Cross Blue Shield Company), Pittsburgh, PA

June 2008 to January 2010

Pittsburgh National Conference Worker, National Fraternal Congress of America, Pittsburgh, PA

September 6, 2007 and September 7, 2007 (as an assignment thru Stivers)

Temporary General Office Worker, Stivers Staffing Services (Temporary Agency)

May 2007 - June 2008

Chicago Title Insurance Company, Pittsburgh, PA March 26, 2007 - May 14, 2007
Continental Office Environments, Homestead, PA June 7, 2006 - June 15, 2007
Visit Pittsburgh, Pittsburgh, PA June 26, 2007
Stivers Staffing, Pittsburgh, PA July 2, 2007
Jack Horner Communications, Pittsburgh, PA July 12, 2007 to August 31, 2007
The Design Alliance, Pittsburgh, PA September 4, 2007, September 10, 2007 to January 30, 2008
Continental Office Environments, Homestead, PA February 5, 2008 to February 15, 2008
Employee Benefits Data Services (a Highmark Blue Cross Blue Shield Company), Pittsburgh, PA February 18, 2008 to May 31, 2008
District Manager, Body Basics; Tarentum, Pennsylvania
June 2005-September 2006
Customer Service Representative for DirecTV, Precision Response Corporation; West Mifflin, Pennsylvania
October 2004-February 2005
Market Research Associate, Engaged Market Research Services; West Mifflin, Pennsylvania
October 2003-October 2004
Retail Merchandiser, Archway Merchandising Services; Pittsburgh, Pennsylvania
June 2003-December 2003
Production Assistant/Head of Birthday Parties, Robot Club and Grille; North Huntingdon, Pennsylvania September 2002-April 2003
Bakery Associate, Panera Bakery Cafe; Denver Colorado
September 2001 to October 2001
Radio Board Operator, KKFN The Fan; Denver, Colorado
August 2001 to October 2001
Gift Consultant, Things Remembered; Denton, Texas
May 2001 to August 2001
Night Desk Clerk, University of North Texas Housing Mozart Hall; Denton, Texas
January 2001 to August 2001
Valet parking attendant, Preferred Parking; Dallas, Texas
September 2000 to May 2001
Intern, WFAA-TV Sports Department; Dallas, Texas
August 2000 to May 2001
Crew Member, Redline Productions; Arlington, Texas
September 2000 to October 2000
Temporary Promotional Crew, Firefly Records; Frisco, Texas
August 4, 2000 to August 7, 2000
Sales Associate, Ross Dress for Less; Lewisville, Texas
March 2000 to August 2000
Receptionist, University of North Texas College of Music; Denton, Texas
August 1998 to August 2000
Receptionist, University of North Texas English Department; Denton, Texas
June 1998 to August 1998
Hostess/Waitress, Rick's American Grill; Denton, Texas
February 1998 to October 1998
Deli/Bakery Associate, Kroger Food Stores; Denton, Texas
August 1997 to November 1997
Waitress, Sioux Street Pub and Restaurant; El Paso, Texas
June 1997 to July 1997
Intramural Sports Official, University of North Texas Recreational Sports Department; Denton, Texas
September 1996 to May 1997