


Yoshi Sterba

Dental Insurance Coordinator

I have over 1 year of experience as a Dental Insurance Coordinator. In this role, I have gained extensive knowledge of dental insurance plans and procedures. I am expert in handling customer inquiries regarding their dental coverage and providing them with accurate information. I have also developed strong organizational skills which help me keep track of patients' records and ensuring that all paperwork is properly filed. My excellent communication skills allow me to effectively communicate with both dentists and patients.

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(153) 302-7152 

1001 E Grand Ave, Chicago, IL 60611 

Education

High School Diploma at Highland Park High School, IL

Aug 2017 - May 2021

I've learned how to study for and take tests, how to do research, and how to write papers.

Links

[linkedin.com/in/yoshisterba](https://www.linkedin.com/in/yoshisterba)

Skills

Dental Insurance

Dental Benefits

Coordination of Care

Patient Advocacy

Case Management

Utilization Review

Languages

English

Italian

Employment History

Dental Insurance Coordinator at Blue Cross Blue Shield, IL

May 2022 - Present

- Negotiated with dental providers to lower insurance rates by an average of 15%, saving the company \$100,000 per year.
- Coordinated benefits for 1,200 employees and their families.
- Onboarded 100 new hires in the dental insurance program.
- Answered 500 customer inquiries about dental coverage and claims process.
- Trained 50 customer service representatives on how to handle complex dental insurance questions.
- Resolved 200 cases of denied or delayed reimbursement from insurers.

Dental Insurance Coordinator II at Delta Dental, IL

Sep 2021 - Mar 2022

- Successfully completed all tasks and projects assigned by supervisor in a timely manner.
- Met or exceeded daily, weekly, and monthly quotas for number of dental insurance claims processed.
- Developed positive relationships with coworkers and clients through effective communication.
- Earned "Employee of the Month" recognition on three occasions for outstanding job performance.
- Trained new employees on company policies and procedures related to processing dental insurance claims.
- Maintained high accuracy rate while processing complex claim forms (99%+).

Certificates

Certified Dental Insurance Coordinator (CDIC)

Apr 2021

Certified Professional Coder in Dentistry (CPCD)

Mar 2020

Memberships

American Dental Association

National Association of Dental Plans