

# Hana Valencia

## Employee Health Programs Assistant

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📍 Salem, OR 97301

### STRENGTHS

- 🔒 **Sound Claim Judgment**  
Routine claims received clear decisions, while disputed matters moved forward with organized records and timely escalation.
- 🔒 **Confidential Records Care**  
Sensitive employee health files stayed orderly and protected; colleagues often sought help with difficult documentation questions.
- 🗣️ **Clear Benefits Communication**  
Complex payment and benefit steps became easier for claimants and providers, especially during stressful injury conversations.
- 📊 **Fiscal Reconciliation**  
Invoice reviews connected approved services with payment records; small discrepancies surfaced before they became larger issues.
- 👤 **Practical Service Support**  
Each interaction ended with a documented next action, giving employees and partners a steadier claims experience.

### SKILLS

Workers' Compensation

Maritime Claims

Maintenance and Cure HR Policy

Collective Bargaining

Medical Documentation

Medical Billing

Payment Reconciliation

Explanation of Review

Stay at Work Microsoft Excel

Microsoft Outlook

Microsoft Teams Microsoft Word

Claims Assessment

### SUMMARY

Employee health and claims administration professional with five years of experience supporting Workers' Compensation, employee injury, medical billing, benefits, and regulated HR processes. Applies HR policies, **collective bargaining agreement provisions**, and routine claims procedures with sound judgment, escalating disputed or legally sensitive matters with clear documentation. Reviews **Health Insurance Claim Forms**, **after visit Chart Notes**, medical invoices, Explanation of Review records, and claimant materials for completeness and accuracy. Processes payments, reconciles fiscal records, tracks **Stay at Work reimbursement** activity, and maintains confidential employee health information. Communicates benefits and claim requirements clearly with employees, providers, insurers, vendors, and internal partners. Microsoft Outlook, Teams, Excel, and Word support organized case tracking, reporting, correspondence, records management, and deadline control. Brings respectful service and reliable administrative support for employees recovering from workplace injuries.

### EXPERIENCE

#### Employee Health Claims Coordinator

Cascadia Municipal Services 📅 July 2024 - Present 📍 Salem, Oregon

Administers employee injury claim operations across **Workers' Compensation**, medical billing, benefits documentation, Stay at Work reimbursement, and confidential records. Supports routine decisions, provider communication, fiscal review, reporting, and escalation of disputed interpretations.

- Reviewed injury submissions and medical records, improving completeness checks for routine claim decisions.
- Applied HR **procedures** and CBA provisions, escalating **disputed interpretations** with organized supporting documentation.
- Reconciled pre approved invoices and **Explanation of Review** records, resolving provider payment questions.
- Authenticated confidential claim materials, supplying accurate records for reviews and internal fact finding.
- Tracked **Stay at Work reimbursement** documents, deadlines, and **program data** in Excel.
- Used Outlook, Teams, Excel, and Word to coordinate case logs, reports, and correspondence.

#### Claims Administration Specialist

Harborline Employee Benefits Cooperative 📅 January 2023 - June 2024 📍 Portland, Oregon

Managed occupational injury and benefits administration for routine employee inquiries, medical documentation, invoice review, **payment reconciliation**, and policy research. Maintained confidential files while coordinating clear service with employees, providers, vendors, and senior claims resources.

- Explained **benefit documentation** and payment procedures, helping claimants submit complete materials.
- Reviewed **Health Insurance Claim Forms** and **after visit Chart Notes** for missing information.
- Matched **medical billing** records with approved payments, documenting discrepancies for senior claims **review**.
- Prepared factual correspondence and organized claim files while protecting confidential employment information.
- Researched policy guidance for routine questions, referring novel or disputed matters to senior resources.
- Documented each interaction and next action, keeping stressful claim conversations focused and respectful.

#### HR Program Assistant

Northwest Workforce Support Center 📅 September 2021 - December 2022 📍 Eugene, Oregon

LANGUAGES

|         |            |
|---------|------------|
| English | Native     |
| Spanish | Proficient |

MY CAREER



● Employee Health Claims Coordinator at Cascadia Municipal Services (2.2 Years)

● Claims Administration Specialist at Harborline Employee Benefits Cooperative (1.4 Years)

● HR Program Assistant at Northwest Workforce Support Center (1.2 Years)

Supported supervised HR administration for leave, benefits, workplace injury matters, claimant packets, invoices, reporting, and confidential records. Coordinated documentation with employees, provider offices, vendors, and specialists while building practical knowledge of policy and **escalation** procedures.

- Prepared claimant information packets, verifying required forms before specialist routing.
- Maintained confidential leave, benefits, and injury records with deadline focused **organization**.
- Compiled **program data** and **reports** using Microsoft Office tools for administrative reviews.
- Coordinated with provider offices and vendors to obtain missing documentation promptly.
- Reviewed invoices and payment records, flagging identifier mismatches for specialist attention.
- Drafted approved correspondence, strengthening clear communication across employee service interactions.

PROJECTS

Employee Injury Records Review 📅 2024

Accurate records support sound decisions. Built a structured review approach for medical forms, invoices, Explanation of Review documents, and claimant materials, improving visibility into missing information and follow up needs.

Stay at Work Reimbursement Tracking 📅 2023

Good administration creates room for recovery. Organized reimbursement documentation, deadlines, payment details, and program data in Excel, supporting consistent follow up and clearer fiscal review.

LEADERSHIP & AWARDS

- Recognized for dependable administration of confidential employee injury records and time sensitive claims documentation.
- Selected as a trusted resource for routine benefits questions, medical billing review, and provider correspondence.

EDUCATION

Bachelor's Degree in Human Resource Management

Western Oregon University 🎓 GPA: 0 📅 2021 📍 Monmouth, Oregon

**Coursework:** Human resources, employment law, benefits administration, organizational behavior

CERTIFICATIONS

- Workers' Compensation Claims Administration Certificate 📅 2024
- Microsoft Office Specialist: Excel Associate 📅 2023

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Outlook, Microsoft Teams, Microsoft Excel, Microsoft Word
- **Claims Administration:** Workers' Compensation, maritime claims, Maintenance and Cure
- **Medical Records:** Health Insurance Claim Forms, after visit Chart Notes, authenticated records
- **Medical Billing:** Medical invoices, third party bill review, Explanation of Review
- **Payment Processing:** Payment reconciliation, approved payments, fiscal records
- **HR Policy:** HR rules, HR procedures, collective bargaining agreements
- **Injury Programs:** Employee injury administration, Stay at Work, reimbursement tracking
- **Records Management:** Confidential records, claim files, document authentication
- **Communication Systems:** Employee inquiries, provider coordination, insurer coordination
- **Reporting Tools:** Case logs, program data, administrative reports
- **Policy Research:** Policy research, procedural guidance, escalation review
- **Benefits Administration:** Benefits documentation, benefit provisions, claimant materials

PROFESSIONAL AFFILIATIONS

- Human resources and employee benefits professional network participant, focused on claims administration and workplace support.

- Workers' Compensation claims administration community participant, following policy, documentation, and service practices.

### **ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

### **REFERENCES**

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AVAILABLE ON REQUEST