

PERFORMANCE EVALUATION

Employee: Sherwin “Wayne” Romualdo

Summary :

Wayne Romualdo is employed by Classic SleepCare as a Patient Service Representative I on the Denials Team. Wayne’s daily responsibilities include following up with US Health Insurance companies to research denied claims and resubmit corrected claims. This is achieved by outbound calls or web portal research.

Wayne also submits appeals and re-determinations to overturn erroneous denials. Wayne has been responsible for managing many special projects created by senior management.

Highlights:

- Subject matter expert in overturning complex denials
- Go-to-person for appeals/redeterminations
- Oversaw many special projects that resulted in an increase in collection percentage and reduced DSO (days sales standing)
- Strong delegation skills when supervising special projects
- Respected member of the Denials Team
- Advanced expertise in billing/collecting insurance claims

Wayne Romualdo has been a dedicated, knowledgeable, and productive employee for Classic Sleepcare over the past year.

I am confident Wayne will continue to grow with the company and promote into a leadership role.

PK Bowen

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