



Theodore May

Reimbursement Specialist

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STRENGTHS

- 🔍 **Rule Based Judgment**
When facts were unclear, researched controlling guidance and built a concise record that gave reviewers confidence.
- 📅 **Calculation Accuracy**
Payment schedules received a careful second look, catching differences before approval and keeping reimbursement records dependable.
- ❤️ **Clear Communication**
Complex findings became plain letters and reports, helping insurers, attorneys, and injured workers understand required action.
- ☰ **Quiet Coordination**
Behind each timely queue was steady assignment tracking, deadline follow up, and thoughtful rebalancing of difficult cases.
- 👥 **Peer Development**
Reviewed case examples made training practical, giving newer specialists a dependable way to approach documentation and research.

SKILLS

Compliance auditing
Administrative research
Statute interpretation
Rule interpretation
Payment validation
Basic bookkeeping Data entry
Letter writing Report writing
Analytical judgment
Program coordination
Audit preparation Work distribution

SUMMARY

Reimbursement and compliance specialist with 10 years of experience auditing workers' compensation and benefit payment requests, researching **statutes**, **administrative rules**, bulletins, and program requirements, and documenting sound **authorization decisions**. Reviews application facts, supporting records, eligibility details, and payment calculations with steady analytical judgment. Writes clear letters, reports, audit summaries, and research notes for insurers, **self insured employers**, attorneys, injured workers, management, and internal partners. Coordinates audit assignments, monitors deadlines, maintains accurate data entry and bookkeeping records, and trains peers without supervisory authority. Progressed from program support and administrative research into senior compliance work above the technical support level. Brings practical knowledge of regulated public benefit administration and can help a compliance team make timely, accurate, well explained reimbursement decisions.

EXPERIENCE

Senior Reimbursement Compliance Specialist

Willamette Claims Compliance Group 📅 January 2024 - Present 📍 Eugene, OR

Leads **compliance audits** for **workers' compensation reimbursement** applications from insurers and self insured employers. Owns complex reviews, payment validation, rule research, authorization documentation, workload coordination, and peer training. Supports timely decisions across regulated benefit programs without supervisory authority.

- Audited workers' compensation applications against statutes, rules, **bulletins**, and program criteria for documented **authorization decisions**.
- Recalculated payment requests from claim records and schedules, resolving eligibility and mathematical discrepancies before approval.
- Drafted decision **letters** and audit summaries explaining findings to insurers, employers, attorneys, and injured workers.
- Distributed audit assignments and monitored due dates, keeping complex reimbursement reviews moving without supervisory authority.
- Trained newer specialists on documentation, calculation checks, **data entry** standards, and rule research using reviewed cases.
- Researched unusual reimbursement questions and presented concise recommendations to program leadership for higher level interpretation.

Compliance Specialist

Pacific Benefit Review Services 📅 May 2021 - December 2023 📍 Salem, OR

Managed an independent caseload of reimbursement and benefit payment reviews above technical support level. Evaluated application facts, supporting records, calculations, eligibility, and governing guidance while preparing correspondence and **reports** for varied external customers. Provided work guidance that improved file readiness.

- Evaluated reimbursement submissions and assembled complete audit files for final compliance determinations.
- Verified payment histories, calculations, and eligibility details using **data entry** and **basic bookkeeping** controls.
- Researched **administrative rules** and **bulletins**, documenting how controlling requirements applied to each case.
- Prepared formal correspondence and analytical reports for insurers, employers, claimants, and legal representatives.
- Prioritized an independent caseload against statutory and internal deadlines while preserving review accuracy.
- Guided technical support staff on file preparation and documentation standards, reducing avoidable follow up.

Peer training

Customer communication

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Reimbursement Compliance Specialist at Willamette Claims Compliance Group (2.8 Years)

● Compliance Specialist at Pacific Benefit Review Services (2.6 Years)

● Administrative Research Analyst at Northwest Administrative Review Partners (2.7 Years)

● Program Support Specialist at Valley Program Support Services (2.1 Years)

Administrative Research Analyst

Northwest Administrative Review Partners 📅 August 2018 - April 2021 📍 Corvallis, OR

Conducted **administrative research** for regulated benefit programs, gathering records, comparing facts with program guidance, and developing recommendations for experienced reviewers. Maintained case tracking, payment records, research notes, correspondence, and supporting documentation while building progressively independent compliance judgment.

- Gathered program records and compared application facts with guidelines for reviewer recommendations.
- Reviewed payment data and supporting documents, escalating material discrepancies with organized evidence for management action.
- Reconciled case information in tracking systems, maintaining dependable audit status and disposition records.
- Researched **statutes, regulations**, and procedural guidance, summarizing relevant provisions in concise research notes.
- Drafted letters and report sections explaining documentation needs, findings, and procedural next steps.
- Advanced from technical support activities into substantive compliance research and recommendation work.

Program Support Specialist

Valley Program Support Services 📅 June 2016 - July 2018 📍 Albany, OR

Supported reimbursement and compliance operations by organizing applications, correspondence, payment records, and source documents for analyst review. Maintained accurate data entry, bookkeeping checks, audit tracking, deadline calendars, customer contacts, and research packages across multiple program queues.

- Organized reimbursement files with applications, correspondence, payment records, and supporting documentation for analysts.
- Performed **data entry** and **basic bookkeeping** checks, flagging incomplete records and calculation differences early.
- Answered routine customer questions about submission requirements and case status with documented follow up.
- Maintained audit tracking and deadline calendars, giving reviewers reliable visibility into pending work.
- Compiled factual source packages for **administrative research** requests and analyst recommendations.
- Built practical knowledge of regulated program terminology, record standards, and **customer communication** practices.

PROJECTS

Reimbursement Audit Workflow 📅 2024

Coordinated a structured review workflow for application intake, payment validation, rule research, assignment tracking, and decision documentation. The effort supported consistent case handling and clearer visibility into deadlines across active reimbursement queues.

Administrative Research Reference Guide 📅 2022

Created a practical reference guide connecting recurring reimbursement questions with statutes, administrative rules, bulletins, documentation standards, and calculation checks. The guide gave reviewers a clearer starting point for complex case research.

LEADERSHIP & AWARDS

- Senior Compliance Recognition, acknowledged for dependable judgment on complex reimbursement audits and clear authorization documentation.
- Peer Training Recognition, recognized for practical guidance that improved documentation quality and review consistency.
- Progressive Responsibility Award, advanced from program support into independent administrative research and senior compliance work.

EDUCATION

Bachelor's Degree in Business Administration

Oregon State University 🎓 GPA: 3.5 📅 2016 📍 Corvallis, OR

Coursework: *Administrative research, business law, accounting, organizational communication*

CERTIFICATIONS

- Workers' Compensation Compliance Fundamentals Certificate 📅 2022
- Public Program Audit and Administrative Research Certificate 📅 2024

TECHNICAL SKILLS

- **Compliance Research:** Statutes, administrative rules, program bulletins
- **Reimbursement Auditing:** Application audits, eligibility review, authorization decisions
- **Payment Accounting:** Payment calculations, basic bookkeeping, payment histories
- **Data Management:** Data entry, case tracking, audit status records
- **Written Communication:** Decision letters, audit reports, research notes
- **Customer Communication:** Insurers, employers, attorneys, injured workers
- **Program Coordination:** Assignment distribution, deadline tracking, queue monitoring
- **Research Documentation:** Fact compilation, source records, evidence summaries
- **Quality Review:** Calculation checks, file completeness, discrepancy resolution
- **Training Support:** Peer training, case examples, documentation standards

PROFESSIONAL AFFILIATIONS

- Workers' compensation compliance professional network, shares practical perspectives on reimbursement review and program requirements.
- Public benefit administration peer group, supports collaborative research and consistent documentation across regulated programs.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST