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# Example of Appeals Manager Cover Letter

323 Harris Stream
East Sterlingborough, OR 22956

**Dear Landry Sauer,**

In response to your job posting for appeals manager, I am including this letter and my resume for your review.

In the previous role, I was responsible for support and direction to the call center(s) supporting Medicare Advantage, especially as it relates to training, desk procedures, new strategic initiatives, regulatory changes and general performance improvements to support compliance and STARS.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

* In-depth knowledge of case management with a focus on utilization review practices
* Current working knowledge of non-governmental and government payers and contractual language
* Knowledge and understanding of CMS and JCAHO regulations
* Proficient with Excel and Microsoft Office Suite software
* Intermediate PC skills (Word/Excel- editing and creating) and keyboarding skills with previous experience navigating multiple SharePoint Sites, internal systems to retrieve data
* Working knowledge and training in effective customer service techniques
* Provides in-depth and detailed root cause analysis and resolution information in written or verbal form to respond to customer issues, complaints and executive level requests at their highest level of escalation
* Demonstrates clear understanding of strategic corporate initiatives and imperatives and consistently applies them on a tactical basis

**Thank you for considering me to become a member of your team.**

Sincerely,

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