

# ROBERT SMITH

## Associate Member Advocate

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### SUMMARY

To obtain a position in an organization where skills and abilities are put to the challenge.

### CORE COMPETENCIES

Management, Organizing,

### PROFESSIONAL EXPERIENCE

#### Associate Member Advocate

HMO - October 2012 - 2020

##### Key Deliverables:

- Performs as an advocate on behalf of the Childrens Community Health Plan members.
- Facilitates the timely provision of Badger care plus benefits to CCHP members.
- Ensures access to all medically necessary services for CCHP members Make recommendations to CCHP management regarding any changes that were needed to improve access.
- Coordinates professional development workshops to increase staff knowledge of community needs.
- Fosters and develops community partner relationships and networks Attend various community events and meetings in order to represent CCHP and train staff and members Complete case management for members as needed.
- Participates in community projects as a partner, representing CCHP Implement best practices and procedures; assist with creation of literature for members.
- Creates PowerPoint presentation for Childrens Community Health plan for an overview of programs and services.

#### Member Advocate

Delta Corporation - 2010 - 2012

##### Key Deliverables:

- Assist insurance members (customers) in finding appropriate physicians for specific medical issues, in and out of insurance network.
- Entails calling multiple medical, dental and mental health provider offices on a daily basis.
- Also assist in answering various other questions, including preauthorizations and eligibility.
- Also facilitate internal phone transfers to and working with other company departments to help members.
- As a member advocate, I served at the front line of the credit union, assisting members with simple transactions such as deposits, withdrawals, money .