

Care Advocate I

ROBERT SMITH

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Objective

Experienced private duty manager/provider with experience in multiple settings; at home, in nursing facilities and in hospitals. Seeking a rewarding position.

Skills

Intellectual Disabilities, Outpatient Clinic Setting.

Work Experience

Care Advocate I

ABC Corporation - March 2010 – December 2011

- Initiated both telephonic and face-to-face outreach to a caseload of Medica AccessAbility Solutions.
- Conducted needs assessments, developing care plans, and providing case management.
- Reviewed utilization and level of care guidelines to process provider and member requests for service.
- Promoted collaboration between providers across levels of care and advocating for members needs.
- Participated in the MN Care Advocacy Centers Crisis Triage line to aid members with both commercial and government plans.
- Served as a senior clinician on a team of care advocates during a period of department expansion.
- Assisted Clinical Program Managers in streamlining assessment and care plan tools.

Care Advocate

Delta Corporation - 2007 – 2010

- This position provided customer service transactions, including but not limited to; equipment troubleshooting, call handling, billing, service and .
- Handled own customer escalations and minimized transfers.
- Receive and coordinate all incoming calls for appropriate service Educate providers and plan participants on benefits of provider network Conducts .
- RN Case Manager performing telephonic review at computer-based managed care organization for medical necessity of treatment for mental health and ,
- Case Manager.
- Crisis Intervention Specialist for UHG members.
- Work directly with facilities to obtain clinical and provide authorizations for impatient mental health and substance abuse treatment.

Education

Master of Arts in Counseling Psychology - (Bethel University - Saint Paul, MN)