

JESSICA CLAIRE

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SUMMARY

Hardworking Advocate offering deep dedication to meeting client needs. Empathetic and caring and quickly building rapport. Maintain confidentiality with sensitive and health-related matters. Good knowledge of organizing classroom for children, promoting intellectual, physical and emotional activities to support clients. Experience in customer service and assisting in administrative tasks. Possess good communication and interpersonal skills.

SKILLS

- Excellent verbal and written communication skills
- Strong organizational skills
- Ability to interact with people in Various settings
- Work independently and cooperatively as part of a team
- Ability to handle conflicts with diplomacy and tact
- Ability to listen and evaluate objectively
- Excellent working knowledge of child welfare system and family dynamics/childhood mental health issues and needs as well as the systems that impact children, youth and their families.
- Cultural Sensitivity
- Customer Service

EXPERIENCE

Elite Advocate, 09/2021 - Current

Iowas Of Oklahoma – Chandler, OK

PRIMARY RESPONSIBILITIES:

- Provides premium level service, removing burdens and providing end-to-end resolution for members. This includes, but is not limited to: Clinical, Financial Decision Support, Behavioral Support, Claims inquiries, and more.
- Provide single point of contact for the member for highly designated or dedicated UHC national or key account insurance plans
- Respond to and own consumer inquiries and issues by identifying the topic and type of assistance the caller needs such as benefits, eligibility, claims, financial spending accounts, correspondence, OptumRx Pharmacy, Optum Behavioral Health and self-service options.
- Own problem through to resolution on behalf of the member in real time or through comprehensive and timely follow-up with the member.
- Educate members about the fundamentals and benefits of consumer-driven health care topics to include managing their health and well-being so they can select the best benefit plan options and maximize the value of their health plan benefits.
- Advocate and intervene with care providers (doctor's offices) on behalf of the member to assist with appointment scheduling, billing concerns, and coverage determinations.
- Assist the member with resolution as their advocate with 3rd party vendors
- Assist members in navigating myuhc.com and other UnitedHealth Group websites or applications utilizing remote desktop system capabilities
- Communicate and keep consumer informed through the means in which they prefer, i.e. Phone Call, secure messaging, e-mail or chat
- Research complex issues across multiple databases and work with support resources to resolve member issues and/or partner with others to resolve escalated issues.
- Meet the performance goals established for the position in the areas of: conversation effectiveness, call quality, member satisfaction, first call resolution, efficiency and attendance.

ADDITIONAL RESPONSIBILITIES:

- Answer up to 30 to 60 incoming calls per day from members of our health / dental / vision / pharmacy plans
- Performs claims adjustments/dollar payments to providers and/or members ultimately impacting UHC costs or commercial account costs
- Effectively refer and enroll members to appropriate internal specialists and programs, based on member's needs and eligibility using multiple databases
- Interpret and translate clinical / medical terminology into simple-to-understand terms for members
- Respond to and resolve on the first call, member service inquires and issues by identifying the topic and type of assistance the caller needs, such as; benefits, eligibility and claims, financial spending accounts and correspondence.
- Navigate through multiple platforms and databases to retrieve information regarding medical plans, prescription plans, flexible spending accounts, health reimbursement accounts, vision plans, dental plans, employer-based reward plans, claims submissions, clinical programs, etc.
- Must remain current on all communicated changes in process and policies / guidelines. Adapt to all process changes quickly, and maintain knowledge of changes at site level and entity level by utilizing all available resources.

Resolve member service inquiries related to:

- Medical benefits, eligibility and claims
- Terminology and plan design
- Financial spending accounts
- Pharmacy benefits, eligibility and claims
- Correspondence requests

Educate members about the fundamentals of health care benefits including:

- Managing health and well-being programs
- Maximizing the value of their health plan benefits
- Selecting the best health plan to meet their health needs
- Choosing a quality care provider and appointment scheduling

- Premium provider education and steerage

- Pre-authorization and pre-determination requests and status

- Benefit interpretation

- Self-service tools and resources

- Healthcare literacy (correspondence and literature interpretation)

Work directly with site leadership to remove process barriers

Navigate multiple online resource materials and follow defined process for issue handling

Maximize use of community services, support programs, and resources available to member

Education Assistant, 09/2018 - 09/2021

Teachers On Call – City, STATE

- Assume duties of the classroom teacher in accordance with school district lesson plans, school rules, and Kelly policies. This includes:
- Leading instruction in the classroom by conducting the teacher's existing lesson plans
- Teaching students on a variety of classroom topics/courses
- Building positive relationships
- Assigning reasonable tasks and homework
- Empower students to learn, and encourage classroom participation
- Create a classroom environment that's conducive to learning and appropriate to the maturity and interests of students
- Adapt to the various learning styles of students
- Ensure adequate supervision of students and classroom environment to assure health, welfare, and safety of students.
- Assist students in transition to and from classrooms, as needed
- Understand, address, and be attuned to the needs of each student, recognizing differences in their abilities and cognitive levels

Indepent Living Specialist, 10/2016 - 09/2018

Recover Health – City, STATE

- Provides weekly individualized support assisting the consumer with activities of daily living
- Assists the consumer with accessing and navigating through community resources
- Accompanies the consumer on outings within the community
- Serves as an advocate for the consumer with his/her service providers, providing IL skills training, advocacy assistance, career consultation, and peer counseling services to youth in schools and adults in the community.

Behavior Heath Worker, 09/2012 - 10/2016

FMA Professional Resources – City, STATE

- Monitor, evaluate, and record client progress with respect to treatment goals.

- Interview clients, review records, conduct assessments, or confer with other professionals to evaluate the mental or physical condition of clients or patients.

- Collaborate with counselors, physicians, or nurses to plan or coordinate treatment, drawing on social work experience and patient needs.

- Counsel or aid family members to assist them in understanding, dealing with, or supporting the client or patient.

- Refer patient, client, or family to community resources for housing or treatment to assist in recovery from mental or physical illness, following through to ensure service efficacy.

- Modify treatment plans according to changes in client status.

EDUCATION AND TRAINING

Bachelor of Arts: Sociology, 11/2008

African Methodist Episcopal University - Monrovia, Liberia