

EXPERIENCE

SHIELD CONCIERGE HEALTH ADVOCATE LEAD

Phoenix, AZ

04/2016 – present

- Anticipates potential barriers while establishing realistic goals to ensure success for the member, providers and BSC
- Researches opportunities for improvement in assessment methodology and actively promotes continuous improvement
- Position is onsite daily, and will work with team to cover M - F 8 AM - 8 PM and occasionally Saturday 10 - 6 PM
- Works on projects independently
- Demonstrates cultural competence to work effectively, respectfully, and sensitively within the clients' cultural context
- Conducts member care review with medical groups or individual providers for continuity of care, out of area/out of network and investigational/experimental cases
- Monitors Clinical Support Coordinators (non-clinical) in the performance of UM support activities

HEALTH ADVOCATE CLAIMS SUPERVISOR

Houston, TX

09/2013 – 11/2015

- Assist in the selection, coaching, mentoring and discipline of all staff on the team
- Responsible for problem-solving issues and coordinating efforts with internal departments and subject matter experts
- The nature of the work in this position is sedentary and the incumbent will be sitting most of the time
- Provide quality customer service that exceeds customer expectations and improves level of service being provided
- Escalate to supervisor any situation outside the employee's control that could adversely impact the services being provided
- Cooperate with team members to meet goals or complete tasks
- Coach, mentor, and evaluate the performance of an assigned team

BEHAVIORAL HEALTH ADVOCATE

Boston, MA

04/2007 – 03/2013

- Consistently provides supervision for assigned patients
- Facilitate psycho-educational groups
- Clearly documents observations of patient behavior
- Ensures safety of patient at all times
- Ensures Patients Rights and Confidentiality are maintained
- Escorts patients to events away from the facility such as recreational and other activities, Court for conservatory or other hearings, Emergency Room or clinician office as necessitated by their physical condition
- Promotes a positive working environment by demonstrating respect and tolerance for age, gender, race and choice of lifestyle

EDUCATION

UNIVERSITY OF KENTUCKY

Bachelor's Degree in Mental Health Field

SKILLS

- Allscripts Enterprise and/or IDX experience highly desirable
- Ability to transfer knowledge to patients with diverse cultural backgrounds while effectively coordinating their care
- Excellent verbal and written communication skills with ability to read, write, speak and understand English clearly
- Basic understanding of managed care principles
- Good critical thinking skills and resourcefulness
- Ability to problem-solve to effectively assist patient with issues and challenges
- Basic Microsoft Office skills
- Ability to effectively use organization's health information technology resources in patient management
- Ability and willingness to travel between Ministry Locations
- Proficient in all Microsoft Office applications including Word and Excel