

# ROBERT SMITH

## Care Advocate/Representative

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Licensed Mental Health Counselor with an extensive background in group and individual work with children, adolescents, adults and couples. Prior experience in residential treatment programming.

### EXPERIENCE

#### Care Advocate/Representative

##### ABC Corporation - NOVEMBER 2010 - MAY 2015

- Processed telephonic initial inpatient and intermediate admissions for psychiatric and chemical dependency patients.
- Evaluated patient assessments and determined appropriate levels of care.
- Obtained information from providers on outpatient requests for treatment received electronically.
- Determined if additional clinical treatment sessions were needed.
- Handled inbound calls via Avaya One System and utilized electronic databases.
- Administered benefits and review treatment plans.
- Coordinated benefits and transitions between various levels of care.

#### Care Advocate

##### Delta Corporation - 2006 - 2010

- Obtained prior authorizations for imaging/surgical procedures.
- Addressed insurance benefit concerns of South Carolina Medicaid recipients, reviewed maternity related claims, and resolved any pharmacy issues.
- Granted/denied referrals to out-of-network providers for any care our members received.
- Specialized in maternity program enrollment, asthma education outreach, and scheduled diabetes, COPD, CAD, and hypertension education outreach with .
- Obtained clinical criteria for intensive outpatient level of care reviews, consulted with psychologists and psychiatrists, schedule peer reviews to .
- Practical Support for clients, which included Medication and food delivery to shut in patients; Client escort to medical appointments; Advocated .
- Emotional SupportTrained Active Listener using the Shanti Model.