

Kathlyn Kling

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EXPERIENCE

PATIENT CARE ADVOCATE CLINICAL CALL CENTER CRANBERRY

San Francisco, CA

12/2013 – present

- Execute Medication Therapy Management for the company through competency in MTM platforms. This includes, but is not limited to Mirixa, Socrxates, and OutcomesMTM. MTM sessions will focus on adherence gaps and therapy omissions but can also include Comprehensive Medication Reviews (CMRs), Targeted Intervention Programs (TIPS), Gap-in-Care Alerts (GAPs), and ESI Star Ratings Programs
- Project Management
- Follow established best practices as they relate to work flow and use of MTM platforms when contacting patients, scheduling appointments and/or follow-up calls, and performing data entry
- Assist in the execution of all company initiatives/programs and participate in staff meetings
- Provide adequate notes and documentation within platform to ensure proper reimbursement, patient safety, and to provide a seamless management of patients amongst all staff
- Use the pharmacy computer to complete all actions necessary to provide optimal patient care. Computer-based tasks will include but not be limited to: searching for patients/profiles and determining dates of medication fill /pick up, for the purpose of identifying true and false adherence gaps
- Properly schedule and perform follow-up adherence calls to ensure success and continued compliance with medication

CLINICAL PATIENT CARE ADVOCATE CLINICAL CALL CENTER

New York, NY

04/2010 – 06/2013

- Conduct telephone conversations in a polite manner and ensure accurate information is exchanged and customer is satisfied
- Maintain productivity rates and meet quality expectations as determined by leadership
- Customer Focused
- Report errors, omissions, and incidents to pharmacist
- Presentation & Verbal Communic
- Gets Things Done
- Contact physician office if necessary

PATIENT CARE ADVOCATE

Chicago, IL

05/2003 – 01/2010

- Assist with checking and removing out-of-date product as instructed by the pharmacist
- Assist pharmacist with the preparation, reconciliation and billing of third-party insurance claims and in the re-billing of rejected third party claims
- Attend educational events as sponsored or provided by pharmacy
- Assist pharmacist with filling prescriptions by pulling stock, pouring, counting, restocking, packaging, labeling and pricing the prescription
- Maintain accurate and complete documentation of all inquiries in order to continuously improve the customer service process and ensure compliance
- Prepare orders for packing and shipping; properly execute and record sales and shipping transactions
- Handle inbound and outbound member, provider and physician customer service calls in a call center setting

EDUCATION

THE UNIVERSITY OF ALABAMA

Bachelor's Degree in Nursing Preferred

SKILLS

- Demonstrated ability to handle challenging customers in
- Intermediate Demonstrated interpersonal/verbal communication skills
- Intermediate Demonstrated written communication skills
- Intermediate Ability to create, review and interpret treatment plans
- Intermediate Ability to effectively present information and respond to questions from families, members, and providers
- Intermediate Ability to multi-task
- Intermediate Ability to work in a fast paced environment with changing priorities
- Intermediate Ability to identify basic problems and procedural irregularities, collect data, establish facts, and draw valid conclusions
- Intermediate Ability to analyze and interpret financial data in order to coordinate the preparation of financial records
- Intermediate Demonstrated organizational skills