

Jessica Nava

Jurupa, CA

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To obtain a professional, challenging and long-term position with a stable company that will best utilize my strong versatile work experience while enhancing the success and productivity of the company

Authorized to work in the US for any employer

WORK EXPERIENCE

Member Service Team Lead

Beacon Health Strategies (Value Health Options) - Cypress, CA - August 2014 to Present

Responsibilities

- Lead/Supervisor of the Medi-cal/Medicare member service department of 18 -30 reps
- Assist team with supervisor calls for lrate members seeking access to their behavioral health benefits and provide direction and coaching to staff
- Responsible for managing the phone queue to ensure proper phone coverage in the call center, coordinating team meetings, one on one meetings with staff, tracking staff's work performance, completing time cards, managing PTO requests, and issue disciplinary actions when needed.
- Prepare weekly reports to upper management at Beacon and directly to the healthplans as we manage the behavioral health benefit for 9 +healthplans in CA.

Customer Service Coordinator

Prospect Medical Group - Orange County, CA - March 2014 to August 2014

Responsibilities

- Assist the department with various assignments for the CS reps
- Handled 60+ calls daily from members of the group and providers
- Provide telephone assistance in referrals authorizations request, offer extensions, claim inquiries, provider disputes, check tracers, EOB inquiries
- Prepare and fax all correspondence needed to be faxed to provider offices
- Receptionist coverage for main receptionist in their absence

Medicare Service Rep-Temporary

Agape Employment Agency/ Inter Valley Health plan - Pomona, CA - September 2013 to January 2014

Responsible for setting up appointments for the inside sales reps of the company during Open Enrollment

- Manage Inbound calls appropriately according to CMS and Inter Valley Health standards
- Handle on a range of 50-70 inbound and outbound calls daily of prospective members
- Assist callers with enrollment by conducting a Telephonic enrollment into plan
- Upon completion of Annual Enrollment, responsible for calling members who have decided to disenroll from our plan and follow-up on their reasoning behind it

Health Insurance Agent

Self-employed - September 2012 to September 2013

Insurance Agent for Medicare healthcare plans

- Meet with Medicare recipients going over their healthcare options based on their needs
- Assist them with questions, concerns, plan benefits and enrollment into the plan
- Educated and informed the medi-cal clients on their eligibility benefits under the plan

- Sold policies for several healthcare plans such as: Scan, Care1st, Caremore, Healthnet United Healthcare, Blueshield & Bluecross
- Worked closely with GA's to assist in group policy enrollment for established clients

Inside Sales Representative and Team Leader

UnitedHealth Group - Santa Ana, CA - October 2007 to May 2011

Team Leader

Provided coaching and direction to 20+ agents in a team medical business office environment to help achieve operational goals for the month

- Responsible for coordinating team meetings, hosting one on one session's on agents performance and implementing team competitions to enhance overall sales
- Prepared and entered data into MS office programs, sent out daily sales reports to team members and upper management
- Effectively handled customers phone complaints and provided supervisor support across the floor for 50+ agents

Inside Sales/Telesales Agent

- Responsible for meeting daily and monthly goals by enrolling Medicare recipients in health plan
- Handled telephone inquiries from prospects interested in the Medicare product(50+daily)
- Made outbound call campaigns to prospects to follow-up on appointments and meetings
- Multi-tasked using various computer applications while maintaining a conversation with the caller and conducting an enrollment while staying compliant with Medicare rules
- Reviewed plan benefits with members and non-members including RX benefits
- Licensed insurance agent for several states
- Recognized several times for my achievements as a Team Leader, Top Performer Sales agent and outstanding customer service

Health Plan Counselor

Healthy choice Healthplans - Norwalk, CA - December 2006 to October 2007

- Healthcare plan counselor for Medicare recipients
- Assisted eligible enrollees of Medi-cal with enrollment into a medi-medi plan
- Trained and excelled in Medicare HMO and Dual Medi-Medi HMO Healthcare plans, such as , Secure Horizons, Citizens Choice, Healthnet and Carefirst
- Generated own leads by scheduling appointments prior to visiting prospective clients

EDUCATION

Nursing, General Ed

Cerritos College - Cerritos, CA

2003 to 2005

SKILLS

Licensed Ca Life and health , Extensive Knowledge in Managed healthcare, Medi-cal and Medicare (9 years)

ADDITIONAL INFORMATION

QUALIFICATIONS

- Health plan advisor with over 9 years of Extensive training in the Medicare industry including Medi-cal, Medicare Advantage, Supplement, part D plans and commercial plans
- CA licensed Life and Health Agent # 0F89139
- Proactive leader with refined business acumen and exemplary people skills
- Background in customer service , administrative and sales experience
- Possess excellent written and verbal communication skills
- Skilled in various computer applications and programs such as MS Office programs