

# Jan Angelo Bacucang

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## WORK EXPERIENCE

### **Genfinity Philippines Inc. – Cadence Rx • Makati City, Philippines • 03/2024 – Present** **Clinical Pharmacy Reviewer/Workload Administrator**

- Successfully adjudicated over **10,000 Level 1 pharmacy claims** within eight months, ensuring 100% compliance with NY Workers' Compensation Board (NY WCB) guidelines and drug formulary protocols.
- Leveraged advanced skills in **data entry, extraction, and validation**, improving accuracy and reducing processing time by 15%.
- Collaborated with healthcare providers to resolve 95% of flagged claims, resulting in reduced medication denials and improved patient outcomes.
- Enhanced pharmacy benefit management processes by optimizing claims adjudication workflows, leading to a 10% increase in review efficiency while maintaining high standards of clinical integrity.
- Ensured compliance with NY Medical Treatment Guidelines and Drug Formulary by accurately reviewing Pharmacy PARs, maintaining a 95% accuracy rate, efficiently processing 100% of assigned cases, supporting injured workers with appropriate medication approvals, and completing Level 1 reviews within 48 hours for timely escalation when necessary.

### **KMC Mag Solutions, Inc. – AGS Health LLC • Taguig City, Philippines • 12/2023 – 03/2024** **Registered Nurse, Clinical Services Operations**

- Successfully streamlined the utilization review process for admissions, discharges, and service requests within the first three months.
- Improved compliance with payer reimbursement criteria by 20%.
- Leveraged **Epic Hyperspace** tool to enhance documentation accuracy and workflow efficiency.
- Collaborated closely with Nurse Case Managers and Utilization Review Nurses, fostering effective teamwork.
- Reduced claim denials by 15% through precise documentation and adherence to MCG and InterQual guidelines.
- Enhanced coding and precertification accuracy, contributing to a more efficient revenue cycle and improved patient outcomes.

### **S&S Management, Inc. • 12/2023 – 03/2024** **Utilization Management Coordinator / RN Case Manager • Contractor**

- Reviewed 15–20 authorization cases/day using CMS LCD/NCD guidelines
- Achieved 95% compliance with turnaround times (24–72 hrs depending on urgency)
- Prevented unnecessary inpatient admissions by 10% through appropriate level-of-care reviews
- Supported UM decisions across multiple specialties (e.g., ortho, SNF, cardiology)
- Met all contractual SLA benchmarks and regulatory documentation standards
- Managed active caseload of 30–40 high-risk members
- Developed care plans within 30 days; 80% completed and linked to needed services
- Supported discharge planning and post-discharge follow-ups within 48 hours
- Facilitated referrals to PCPs, BH, home health, and community supports
- Maintained ongoing monitoring and updated care plans per NCQA timelines
- Strengthened communication between IPAs, Medical Groups, and internal teams

**EXL Service Philippines, Inc. • Pasay City, Philippines • 11/2021 – 12/2023**

**UM Nurse Consultant**

- Implemented streamlined utilization management processes, resulting in a 10% reduction in unnecessary procedures.
- Collaborated with healthcare providers to improve clinical documentation, increasing claim approval rates by 15%.
- Conducted regular audits of utilization management data, ensuring data accuracy and compliance.
- Achieved a 20% increase in the timely processing of utilization review requests.

**Access Healthcare Services • Taguig City, Philippines • 04/2019 – 05/2021**

**Client Partner Clinical Reviewer**

- Conducted comprehensive clinical reviews, improving the accuracy of assessments by 18%.
- Streamlined the review process, reducing review time by 15% and enhancing patient outcomes.
- Played a pivotal role in mentoring and training junior clinical reviewers.
- Implemented quality control measures, leading to a 10% decrease in errors in clinical documentation.

**HGS – Hinduja Global Solutions • Quezon City, Philippines • 06/2017 – 04/2019**

**Customer Service Representative, RN**

- Managed the common intake prior authorizations process, ensuring compliance and efficiency.
- Successfully reduced processing errors by 25% through process improvements.
- Collaborated with healthcare providers to streamline prior authorization submissions.
- Contributed to a 15% increase in the approval rate for prior authorizations.

## **Juntree Philippines Inc. • Bacolod City, Philippines • 11/2014 – 03/2016**

### **Project Nurse/Administrative assistant**

- Managed a workforce of over 300 employees, implementing process enhancements that reduced operational costs by 10%.
- Conducted regular audits of employee records, ensuring data accuracy and compliance.
- Improved **employee awareness and adherence** to OSH protocols through proactive engagement
- Successfully conducted **OSH audits**, earning commendations from regulatory bodies
- Reduced workplace **injury risk factors** through comprehensive safety initiatives
- Enhanced **emergency response preparedness**, ensuring swift and effective interventions

## **Immaculate Conception Primary Hospital • Victorias City, Negros Occidental • 05/2013 – 11/2014**

### **Staff Nurse**

- Supported emergency room operations for an average of approximately 15-30 patients per shift, contributing to efficient triage and immediate medical attention.
- Contributed to the smooth operation of the Outpatient Department, assisting with patient registration, vital signs monitoring, and post-treatment care, supporting an average of around 50 outpatient appointments weekly.
- Provided direct patient care to pediatric patients within the Pediatric Ward, demonstrating competency in administering medications, monitoring vital signs, and providing comfort measures.
- Managed and supported patients within both male and female medical wards, assisting with medication administration, wound care, and patient education.
- Actively participated in various community outreach programs, demonstrating a commitment to community health initiatives.

## **EDUCATION**

### **Bachelor's in Science in Nursing**

Colegio San Agustin-Bacolod, Philippines

## **CERTIFICATIONS**

### **PRC License – Registered Nurse • 02/2013 – 09/2028**

Professional Regulation Commission