**Rhonda Van Dam**

• 801-662-8879•[rhonda.vandam@outlook.com](mailto:rhonda.vandam@outlook.com)•Taylorsville, UT•<https://www.linkedin.com/in/rhonda-van-dam-cpht-5383525b/>•

<https://github.com/Rhondoid?tab=repositories>

**Pharmacy, Software Developer,& Administration Profile**

Highly motivated pharmacy professional with over 25 years in mail order, community pharmacy, PBM, call center with emphasis on IT practice, medical billing, Ambulatory and Specialty medication setting

|  |  |  |
| --- | --- | --- |
| **MEDICAL** | **BUSINESS SUPPORT** | **Technologies** |
| * Prior Authorizations * Medical Billing| HIPPA * URAC | ACHC| NCQA * PBM Formulary * 340b Billing | * HIS Certified * Client Communications * Inventory & Audits * Project Management * Constructed training tools * Business development | * MS Office Suite | Google Docs * Data Entry | Internet * HTML, CSS, Javascript * MySql * Pharmacy systems * Cloud Deployment |

**Education / Training**

**Full Stack Web Development/Coding Bootcamp (2023) University of Utah**

**Health Information Technology Certification** (2011) Salt Lake Community College

**Pharmacy Technician License** (1997) Davis Applied Technology College

**National Pharmacy Technician certificate**(2006) PTCB

**Professional Experience**

**Certified Pharmacy Technician,** University of Utah Health-04/18-present

Specialized in prescription refills and prior authorizations in an ambulatory care and prescriber clinic setting Knowledge of 340b billing.

**Helpdesk Specialist**, CompToday**–** 09/17 to 4/2018

Conduct initial receipt of patient information from employers and providers, process patient prescriptions in conjunction with patient care priorities and quality care standards in a workers compensation setting

**Certified Pharmacy Technician**, Bryam Healthcare**–** 04/15 to 09/17

Processed prescription information, assisted patients in resolving claim issues with providers, adjudicated insurance claims, maintained pharmacy inventory and conducted inventory audits. Settings include Specialty, mailorder, community, clinical.

**Certified Pharmacy Technician**, Intermountain Healthcare /SelectHealth**–** 08/05 to 04/15

Maintained and troubleshot call center hardware, software, and phone systems.Reviewed and completed claim status to patients, accelerated and approved prior authorizations, diagnosed and resolved technical issues on-site, performed pharmacy and provider overrides. IVR implementation and support for 26 community pharmacies and mail order service. IT support Level 1for Enterprise rx

**Adjunct Faculty Instructor**, Salt Lake Community College **–** 11/09 to 08/13

Created and taught Pharmacy Computers 1050 and Adjudication 10175 for SLCC’s Certified Pharmacy Technician program. Kept course materials up-to-date with best practices, published SLCC’s adjudication training manual. Taught classes of 23-29 students.Constructed mock pharmacy lab for simulation use by students.