

CAI - CONTACT

Phone: (515) 381 – 8869
Shannon.Swenson@cai.io

<JERRI DAVIS>

SUMMARY

- Positive and friendly program support professional with excellent administrative and customer service strengths.
- Trained in Medicaid program operations, paperwork and eligibility requirements.
- Protect services by spotting fraud and abuse quickly.

EMPLOYMENT HISTORY

Centene Corporation, Indianapolis, Indiana

Dec 2005-Oct 2025

Medicaid Eligibility Specialist

- Centene Corporation, Indianapolis, Indiana
- Processed 834 Daily Files Corrected 820 Error Reports Knowledge of Shadow Claims Correcting Errors from Enrollment
- Collaborated with team members on challenging cases or complex situations requiring additional expertise.
- Prepared statistical reports related to caseloads, demographics, outcomes, or trends as requested by management.

Eskanazi/Wishard Hospital, Indianapolis, Indiana

Aug 1999-Nov 2005

Contract Management Specialist

- Eskanazi/Wishard Hospital, Indianapolis, Indiana
- Analyzed data trends to identify opportunities for process improvements and increased efficiency. Analyzing and running ad-hoc reports Utilizing Crystal Reporting
- Utilization of the Contract Management system resulting in correct reimbursement of claims

SKILLS

- Organized Multi-tasker
- Proficient in Microsoft Word
- Excel
- Outlook and Teams
- Problem Analysis and Resolution
- Strategic Planning

- Excellent Leadership Skills
- Meticulous and Attentive
- PROFESSIONAL SUMMARY
- Positive and friendly program support professional with excellent administrative and customer service strengths. Trained in Medicaid program operations
- paperwork and eligibility requirements. Protect services by spotting fraud and abuse quickly.