

## **<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.

## **EDUCATION**

### **Diploma**

Apr 1991

Medical Assisting - International Business College/VetTech Institute of Indiana,  
Indianapolis, IN, April 1991

### **Diploma**

Jun 1990

Home Economics - Shelbyville High School, Shelbyville, IN, June 1990