

# Robert Smith

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## Professional Summary

Continue professional growth through experience and personal initiative. Provide immediate value and lead to increased responsibilities within the organization.

## Core Competencies

- Customer Service
- Database Management
- Spreadsheet Management

## Professional Experience

### Care Advocate II, ABC Corporation (September 2009 - January 2014)

- Assist and educate families in obtaining access to and retaining memberships in available healthcare services and programs.
- Navigate members through selected programs and provide instructions for premium payments, annual renewals, and health plan systems.
- Provide instruction on the use of the Healthy Families/Medical/AIM handbook.
- Schedule appointments for medical and dental services.
- Monitor enrollment, conduct follow-ups with applicants, and track reenrollments.
- Assist families with appeals, payment disputes, and complex issues.
- Participate in community outreach events and ongoing training program updates.
- Prepare and maintain required paperwork and compile monthly reports and presentations.

### Care Advocate, Delta Corporation (2008 - 2009)

- Conduct quality assurance and training for caregivers.
- Handle phone calls in a behavioral health care advocate role.
- Review clinical assessments and certify levels of care according to state and federal policies.
- Perform intensive case management for high-risk claimants, including assessment of psychiatric and substance use symptoms and history.
- Identify service needs and link clients to necessary services, including certification for inpatient substance abuse and mental health admissions.
- Conduct concurrent reviews of treatment needs based on symptoms, history, labs, etc.

