

Profile

A highly motivated and self-sufficient worker looking to develop a career while utilizing skills acquired in past health care management and insurance roles, including experience in both Managed Care and Administrative Services organizations. An effective and efficient self-starter with honed time management abilities. Past experiences include various leadership, customer service and support roles in consulting, marketing and media buying and planning.

Competencies include:

- Collaborating with cross functional teams to accomplish a common goal
- Creating policies and procedures and presenting newly implemented processes to varying audiences
- Experience with Microsoft Office programs, including Word, Excel, Power Point and Visio
- Increasing understanding of the health care management industry
- Multi-tasking projects of differing priorities

Professional Experience

COMMUNITY HEALTH NETWORK OF CONNECTICUT, INC., Wallingford, CT

Utilization Management Project & Intake Lead

October 2011 – Present

Responsible for the supervision of the 20-member Non-Clinical Intake team and oversight of the unit's prior authorization functions. Act as lead on all department-specific report submission to the CT Department of Social Services. Accountable to the Director for all Intake Lead tasks while retaining Senior Project Specialist tasks.

- Monitored Non-Clinical Intake staff productivity and data entry accuracy, ensuring staff remains in compliance with all metrics.
- Worked collaboratively with colleagues in all levels of the organization in preparation for the successful implementation of the State's Administrative Services Organization contract, leading to the timely submission of all readiness documentation for the January 1st implementation.
- Acted a part of various implementation teams, including the upgraded member and authorization management system, web-based provider portal and phone software, resulting in the organization's preparedness for the new and increased volume of members and providers.
- Created department-specific policies and procedures, process documents, training materials and webinar content for internal use by staff as well as external use by partnering agencies and providers.
- Broadened scope of business-systems analyst function, creating the department's reporting plan and proposing specifications for all internal and State reports.
- Lead training sessions to prepare both existing and new staff for the systems, organizational and regulatory changes, resulting in the successful acclimation of staff to the Administrative Services Organization environment.

Senior Project Specialist, Care Management

July 2010 – October 2011

Responsible for maintaining all Project Specialist reporting and audit process functions. Act as the department's System Administrator for the member and authorization management system, responsible for the continued maintenance and creation of tables, data elements and assessments.

- Gained additional reporting responsibilities; prepared and analyzed various monthly report specifications and data, resulting in the timely and accurate submissions of required reports to the CT Department of Social Services.
- Analyzed the department's expenses, creating monthly Variance Reports that justified spending.
- Updated the department's six budgets under the supervision of the Director, leading to the approval of proposed spending by the Vice President and Finance department.
- Prepared various program description documents, metric and forecasting charts and department budgets for the Medicaid Request for Proposal, resulting in the timely submission of the company's bid to the CT Department of Social Services for the five-year Administrative Services Organization contract.

Project Specialist, Care Management

May 2009 – July 2010

Responsible for all departmental reporting needs, running monthly reports, acting as liaison to the IT department for the creation of ad-hoc reports and submitting data on various metrics to the Director on a monthly basis.

- Formalized the process for monthly reporting of inpatient members, which improved accuracy, consistency and timely submission to the Finance department.
- Oversaw the department's audit process, resulting in the creation of improved and concise audit tools for use by management and the timely selection of cases for auditing.
- Acted as business-systems analyst to create specifications for all department ad-hoc reporting, allowing for the improved collection of data as well as the decrease in the need for manual logs and tracking of productivity by staff members.
- Acted as part of the implementation team for the new organization-wide member and authorization management system, resulting in the customization of the application and its various data elements to meet the department's needs.
- Developed various training materials, process documents and workflow diagrams for all units within the department, improving the uniformity and consistency of processes and procedures.

SIGMA DELTA TAU NATIONAL SORORITY

National Chapter Consultant

August 2008 – May 2009

Responsible for traveling nation-wide to over 20 of the organization's collegiate chapters, varying in size and achievement, providing education, motivation, support and tools for success.

- Assisted the National Board of Directors with expansion efforts that lead to the creation of the organization's newest chapter; oversaw weekly meetings and facilitated events planning for the chapter's first semester on campus.
- Organized and lead workshops in areas such as membership recruitment, officer transitioning and leadership development, resulting in better educated chapters with increased understanding of National objectives and values.
- Prepared detailed reports identifying the objectives, goals and outcomes of each chapter visit, consistently submitting relevant information to the National Board of Directors within the two-week deadline.

Relevant Experience

VML, New York, NY

Media Intern

March 2008 – May 2008

Responsible for assisting the seven-person department in routine online media buying and planning tasks.

- Conducted industry research, allowing for the preparation of comprehensive and detailed media plans for clients.

TRANSCENDIGITAL, LTD., Avon, CT

Summer Intern, Administrative Assistant to the President

May 2006 – August 2006

Responsible for providing administrative and operational support to the president and digital marketing team.

- Worked alongside the team, tabulating Search Engine Optimization results for both existing and potential clients.

Education

PACE UNIVERSITY, Pforzheimer Honors College, New York, NY

GPA: 3.68, Magna Cum Laude, May 2008

Major: Marketing – International Marketing; Minor: French Studies

Alpha Chi National Honor Society

Beta Gamma Sigma International Business Honor Society

Dean's List Second Honors

Golden Key International Honor Society

Lambda Sigma National Honor Society

Lubin Leaders and Scholars Program

Sigma Delta Tau National Sorority: Executive Vice President, Vice President of New Member Education, Vice President of Scholarship

CENTRE D'ETUDES FRANCO-AMERICAIN DE MANAGEMENT, Lyon, France

Spring 2007

Study A broad program focusing on international business education