**Denise L. Correia, RN**

**295 Norfolk Rd**

**Litchfield, CT 06759**

**(H) 860-567-8923 (C) 203-518-0946**

**Email :** [**dcorreia1@optonline.net**](javascript:main.compose('new','t=dcorreia1@optonline.net'))

An experienced Case Manager knowledgeable in case management principles, procedures and practices. Ability to analyze data and identify members that are appropriate for case management. Ability to present ideas effectively in written and verbal form. Good computer skills including Microsoft word.

**Professional Experience**

**AonHewitt, New Britain, CT** **8/2010-Present**

**Case Manager- Absence Management**

- Reviews short term disability and leave of absence claims to substantiate disability

- Transitions claims to long term disability

- Acts as a consultant for nonclinical staff

**Health Net, Inc., Shelton, CT 9/2008-8/2010**

**Care Manager II**

**-** Reviews, screens and prioritizes members for possible case management services

- Performs comprehensive case assessment and develops care plans with individual objectives, goals and interventions

- Anticipates potential problems and acts to avoid them

- Implements and coordinates delivery of healthcare services to improve member outcomes and control costs

- Identifies potential TPL/COB cases and refers them to the appropriate department

- Recognizes potential quality care issues and refers them to the appropriate department

- Participates in member case rounds

- Participates in policy and procedure decision making

**Accomplishments**

- Successful transition of Medicaid members to the new insurer

- Health Net NE received a three year Excellent NCQA accreditation

- CT Medicare advantage 2009 focused audits resulted in no findings in file review for health services

- Worked with NJ Medicaid, CT Medicare, NY commercial, NJ commercial, CT commercial and CA commercial lines of business

**VNA Northwest, Litchfield, CT 5/2006-9/2008**

**Clinical Manager**

- Managed 25 clinical and non-clinical staff members

- Admissions intake and ICD 9 coding

- Reviewed admissions and re-certifications for comprehensiveness and appropriateness

- Hired and trained clinical staff. Evaluated clinicians’ competencies

- Ensured compliance with Medicare, Medicaid, DPH and CHAP regulations

- Participated in policy and procedure development

**Accomplishments**

- Implemented clinical tools that decreased re-hospitalizations

- Implemented a Tele-monitoring program

- VNA Northwest received a deficiency free DPH survey in 2007

- VNA Northwest received CHAP accreditation

- Received certification for ICD-9 coding from ACE, Oct 2007

- Received Oasis Specialist-Clinical certification (COS-C) from the Oasis Certificate and Competency Board, Nov 2006

**VNA Northwest, Litchfield, CT 1/2005-5/2006**

**Case Manager**

- Performed assessments of patients in their homes, developed care plans and implemented interventions

- Wellness teaching and conducting BP clinics

- On call responsibilities

- Assisted with quarterly quality management chart review

- Provided coverage for clinical management as needed

**Cold Spring Commons, Rocky Hill, CT 10/2002-12/2004**

**Resident Services Director**

- Managed the Wellness Department which was comprised of an MSW, LPNs, RNs and Resident Aides

- Hired and scheduled all staff for the department

- Provided required training for all staff

- Acted in the absence of the Executive Director

**Accomplishments**

- Cold Spring Commons received a deficiency free DPH survey in 2003

**Work History**

**Oxford Health Plans, Trumbull, CT 8/1996-10/2002**

Clinical Resource Specialist

Case manager

**Visiting Nurse and Homecare, Waterbury, CT 1/1992-10/1997**

Case manager (Full time and per diem)

**Yale New Haven Hospital, New Haven, CT 7/1987-12/1991**

Staff RN

**Education**

Western Connecticut State University, Danbury, CT BSN 1987

Registered Nurse -State of Connecticut

Certified Case Manager-CCM 8/2010