SHAWNTAE HASKINS

382 FARMINGTON AVE

HARTFORD CT 06105 /PHONE: (860)436-0878

Mommie61224@gmail.com

A customer service, health care and case manager professional with a

strong commitment to service the needs of customers /clients.

Familiarities with ICD9 coding, CPT4 coding, medical terminology, names

of medications and treatment approaches. Excel in providing exceptional

service to individuals from diverse educational, professional, cultural

and socioeconomic backgrounds. Excellent written and verbal

communications; detailed and deadline orientated with a solid work

experience in insurance claims management, customer service and case

management. Proficient in Microsoft Windows, Word, Excel, PowerPoint,

Outlook.

PROFESSIONAL EXPERIENCE

HEBREW HOME AND HOSPITAL

Weekend Staffing Assistant 2011-Present

Assist the Staffing Coordinator in various functions relating to scheduling.

Assure that a correct and appropriate staffing schedule is available for all nursing personnel; replace call in on a daily basis, as needed.

Assist Staffing Coordinator with attendance tracking; weekly prep work for payroll.

Performs general office and clerical functions as necessary in the Nursing department.

Utilize effective communication skills in the interpersonal relationships with staff.

Demonstrate proper safety techniques and complies with all facility safety procedures.

Demonstrate ability to work independently.

Demonstrate use of time constructively and performs responsibilities cooperatively.

GENTIVA, Farmington, CT

Behavior Health Care Team Coordinator 2009- present

Responsible for accurate data entry, filing, faxing and other clerical

duties.

Handling client and caregiver issues and concerns.

Process scheduling documentation, physician’s orders and participate in QA activities.

Participate in the intake process via telephone and /or internet.

Provide upfront customer service to administrative associates,

caregivers and patients.

Complete authorization process thru Medicare, Medicaid and private

insurances.

Process and review caregivers’ payroll on a daily basis.

Hewitt, LCG Associates Farmington, CT

Case Manager 2008-2009

Research, develop, communicate and evaluate medical management

strategies to complete claim decision.

Enter and maintain critical data in system meeting defined time frames

and performance standards, to facilitate appropriate claim decision.

Receive/respond to incoming calls from claimants and/or physicians.

Managed assigned caseload of short-term disability (STD) and/or family

& medical leave act (FMLA) claims.

Determine claim decision based on medical information received. Decide

payment period, followed up and monitored payment accuracy and

timeliness to claim closure

Documented all communication via data entry.

Evaluate claimant eligibility via information received from claimant,

attending physician, and employer.

Followed established claim policies and practices to resolve claims and

issues.

CPH Staffing (Temporary employment), Farmington, CT

Customer Quality Specialist 2007-2008

Provided up front customer support and troubleshooting for customer

related issues.

Verified insurance eligibility and benefits of patients via internet or

telephonic.

Obtained verbal/written authorization for medical treatment from

appropriate sources.

Responsible for handling complex telephone orders, coordinating

services with other departments, and qualifying insurance reimbursement

for customers.

Diffused difficult situations with customers in a calm and composed

manner.

The Bridge Families and Children Manchester, CT

Youth Worker (Part-time) 2007-2009

• Responsible for behavior management of the adolescents/young adults in

our care.

• Maintain a daily routine and ensure a healthy environment for the

residents.

• Assisted in a physically, emotionally and psychologically safe

environment for adolescent with complex behavioral health care needs.

• Engaged them in positive peer relations, recreational and leisure time

activities.

• Provided crisis counseling and supervision of chores and other tasks.

• Responsible for all daily/shift documentation. Assisted in residents

transporting as needed.

• Coordinated educational initiatives, community education and events.

• Collaborated closely with staff members on development and appropriate

care plans meeting individual resident(s) needs.

• Facilitated supportive counseling for residents to address special

concerns and ease the transition of a new environment.

MetLife Glastonbury, CT

STD Case Manager 2006-2007

• Managed assigned caseload of short-term disability (STD) which varied

in type and sensitive to time decision making.

• Demonstrated outstanding case management and dedication to customers

• Evaluated claimant eligibility via information received from claimant,

attending physician, and employer.

• Determined payment period, followed up, monitored payment accuracy and

timeliness to claim closure.

• Prioritized and coordinated workflow to ensure timely completion and

accuracy of task. Followed established claim policies and practices to

resolve claims and issues. Documented all communication via data entry

CareCentrix East Hartford, CT

Client Care Coordinator 2002-2006

• Responsible for complete accuracy in entering all patient /referral

source information in data for home care services.

• Contacted patient via phone call to confirm them of the order placed on

their behalf. Confirmed all patient demographic information,

communicated any financial responsibilities and/or additional

information necessary for processing the order received

• Received/responded to incoming calls from referral sources/potential

patients, exchange information to identify the patient's need and

determine the company's ability to meet them.

• Performed initial telephone screening to determine that patient's

appropriateness for home care services with referral source.

• Conducted eligibility and benefit verification via intranet system to

confirm patient(s) benefits.

• Coordinated patients discharge and provided authorizations to servicing

providers to service home care and medical equipment. Documented all

communications both data entry and written.

• Negotiated pricing with out of network provider to service patients

home care service.

CIGNA Bloomfield, CT

Customer Service Representative 1998-2002

• Answered incoming phone regarding pharmacy benefits and coverage.

• Assisted pharmacists in processing prescription claims for payment or

reimbursement to members.

• Provided instruction to members for submitting out-of-plan claims

and/or prescription

• Maintained quality standards by following departmental policies and

procedures to assure accuracy.

• Recognized by internal and external customers for responsiveness and

customer service.

• Received departmental awards for meeting exceeding standards.

• Demonstrated professional etiquette and courtesy when interfacing with

customers.

• Researched customer's accounts thoroughly and documents appropriately

EDUCATION

GOODWIN COLLEGE, EAST HARTFORD, CT

Human Services, present

CAPITAL COMMUNITY COLLEGE, HARTFORD, CT.

Early Childhood Education , 1996-1998