

Tasha'e Singleton

Arlington, TX 76001

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6828471973

Authorized to work in the US for any employer

Work Experience

UM Coordinator II

Humana

December 2016 to Present

- Will communicate work productivity and any issues with regards to daily function to the UM/QM Manager.
- Process and edit Routine, Retro & Urgent CHN treatment authorization requests according to the NMM Policy & Procedure Manual.
- Responsible for obtaining authorization approvals from the appropriate physician assigned to that IPA.
- Answer all incoming calls with respect to general information regarding an authorization.
- Responsible for ensuring that all approval and modification letters are sent out. Modification letters are faxed occasionally, per the request of providers/specialists.
- Verify Benefits and Eligibility for all authorization of services.
- Call health plan for pre-certification of surgeries, DME, home health, outpatient services.
- Placing orders and authorization regarding DME, home health, etc.
- Reports daily to UM/QM Manager on activities occurring throughout the day.
- Review charts with MD.
- Performs other duties as assigned.
- Maintains strictest confidentiality at all times.
- Other duties may be assigned.

Health Concierge

AETNA - Arlington, TX

January 2014 to October 2016

- Reading and analyzing patient records
- Interpreting the codes and billing claims for patient records
- Interacting with provider services to ensure accuracy of medical billing
- Keeping track of patient data over multiple visits
- Managing detailed, specifically-coded information
- Maintaining patient confidentiality and information security
- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Informs clients by explaining procedures; answering questions.
- Maintains and improves quality results by adhering to standards and guidelines

Administrative Assistant/Receptionist

Abundant Love Daycare Center - Arlington, TX
April 2012 to December 2013

- Answer and direct phone calls
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers

Education

Associate in Science

Tarrant County College
June 2017 to Present

Texas A&M Commerce - Commerce, TX
2015 to 2017

Summit Highschool - Mansfield, TX
2011 to 2015

Skills

CLIENTS (3 years), ENERGETIC (2 years), ORGANIZATIONAL SKILLS (5 years), PROBLEM SOLVING (4 years), SELF MOTIVATED (5 years)

Additional Information

Skills

- Exceptional listener and communicator who effectively convey information verbally and in writing.

Analytical/Research Skills

- Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.

Computer/Technical Literacy

- Computer-literate performer with extensive software proficiency covering a wide variety of applications.

Flexibility/Adaptability/Managing Multiple Priorities

- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.

Interpersonal Abilities

- Proven relationship-builder with unsurpassed interpersonal skills.

Leadership/Management Skills

- Goal-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.

Planning/Organizing

- Results-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

Problem Solving/Reasoning/Creativity

- Innovative problem-solver who can generate workable solutions and resolve complaints.

Teamwork

- Resourceful team player who excels at building trusting relationships with clients and colleagues.

Honesty/Integrity/Morality

- Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.

Positive Attitude/Motivation/Energy/Passion

- Energetic performer consistently cited for unbridled passion for work, sunny disposition, and upbeat, positive attitude.

Self-Motivated/Ability to work with little or no supervision

- Highly motivated self-starter who takes initiative with minimal supervision.

Willingness to Learn

- Enthusiastic, knowledge hungry learner, eager to meet challenges and quickly assimilate new concepts.