# Objectives

To seek a position that would allow continued professional growth in the field of social/medical field.

# Highlights of Experience

Building professional relationships with providers and clients

Analyze problems to identify significant factors

Gathering pertinent data

Leadership skills and recognize solutions

Planning and organizational skills

Communicate effectively orally and in writing

# Education

## Cleveland Naval Jr. Training Academy, St. Louis, MO, May 1995, H.S. Diploma

## Ashford University, Clinton, IA, March 2014, B.A. Degree

# Certifications

## Medical Development

HIPPA

Systems Training Certification in Member Match and Acuity

First Aid

CPR

Compliance Certification

Medicaid/Medicare/Commercial Insurance

## Professional Development

Excel Certification

# Experience

## NTSP/Silverback Care Management, Fort Worth, TX

2014-Present

***Case Management Coordinator***

Consistently meet performance standards of speed and accuracy.

Communicate actively and routinely with administrative team, and staff in handling client services and issues.

Manage fax server, online requests and phone inquiries and process requests from each.

Secure patient demographics, verify benefits, and request and enter clinical information, in each patient file.

Process incoming fax request for SNF, LTAC, REHAB, authorizations.

2014-2015

***Non Clinical Intake Specialist***

Ensured all requested/ required clinical interpretation be routed to appropriate Clinical Precertification staff

Duties included supporting an administrative and date entry role on special projects pertaining to UM functions, customer service, case management, disease management and case management

Communicated actively and routinely with administrative team, and staff in handling client services and issues

Responsible for following non-clinical algorithms for initial preauthorization of services

Met telephone system metrics set by the health plan to include length of call, length of hold time and number of calls taken within a specific period

## Molina Healthcare, Irving, TX

2011-2014

***Utilization Management Coordinator II***

Serviced Coordination for the STAR, STARPLUS, & CHIP population for services requiring prior authorization

Verified provider network status & affiliations using proper NPI, Tax ID, TPI Information

Requested medical records, processes & document in the system, create death notifications and alert appropriate staff, request appropriate clinical information from facility/provider

Verified eligibility and benefits, input data into system from hospital face sheets.

Created authorization using ICD-9 and CPT coding

Monitored client authorizations to ensure no duplication of service, review claim issues to determine if payable/not payable benefit.

## HCA Dallas Shared Services, Irving TX

2007-2011

***Public Benefits Coordinator***

Interviewed and assisted uninsured/underinsured patients with eligibility for Medicaid, Medicare and Social Security Disability benefits

Maintained knowledge of state and federal programs required make referrals.

Registered/Updated Patient Account with verified insurance information

Travelled/Finalize documents necessary for assistance approval of medical insurance

**Liaison**

Obtained supporting documents regarding patient/client follow-up efforts.

Registered/Updated patient account information

Verified collected data was completed and accurate

***Information Verification Specialist***

Identified contractual and administrative adjustments

Contracted insurance carriers to verify patient eligibility

Maintained/Updated the internal database

# References

## Available Upon Request