‍Desiree Kelly

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Objective

* I would like to obtain a position, where my skills and my experience are most suitable. I am a dedicated hard working team player with proven abilities to work on a team or as an individual. Self-motivated with high leadership skills and strive to make others around me better.

Education

masters of Social WORK | december 2016 | University of texas in arlington

* **Intern: Methodist Dallas Medical Center**
* Certification of suicidology

BACHELOR OF SOCIAL WORK | 12.18.15 | University of texas in arlington

* **Intern: Girls Inc.**, mentoring young ladies to strive and better themselves in life. Working with young ladies with Behavioral and mental issues. June/December 2015
* **Certification: Diversity Certification Program** May/2015, is an interdisciplinary certificate that provides undergraduate students the opportunity to gain specialized knowledge, values, and skills in racial and ethnic relations, gender and sexuality, and social and economic inequality, to advance themselves as successful employees and leaders in our global world.

ASSOCIATES IN ARTS | 08.13.13 | CEDAR VALLEY COLLEGE

· Intern Half Way House in Dallas county for women. Working with women who are transitioning from Jail or Prison back into the moderate world.

Experience

Program specialist | JPS (John Peter Smith Hospital) May/2018-Current

* Evaluates court docket and distributes work-load, notifying Continuity of Care Manager as to need for additional staff.
* Monitors timely flow of clinical information and treatment recommendations to District Attorneys, County Clerk,
* Conducts program analysis studies to develop
* Randomly audits pertinent documentation, i.e. progress notes, assessments, discharge plans, treatment plan, quarterly reviews, correspondence completed by unit staff to ensure that it meets 100% of agency and payor billing requirements.
* Be Act as BH Crisis Provider Liaison for Medicaid. Administrative Claiming. Coordinate MAC on quarterly basis for the division.

MH Court Liaison | MHMR Tarrant County May/2018-Current

* Obtains weekly court docket from County Clerk.
* Evaluates court docket and distributes work-load, notifying Continuity of Care Manager as to need for additional staff.
* Monitors timely flow of clinical information and treatment recommendations to District Attorneys, County Clerk, Prosecuting Attorneys and Probate Court Judges, including verbal and written communications.
* Assists in difficult case consultations, as needed.

QMHp-Crisis- Screening INterventionist | MHMR Tarrant County June/2017- May/2018

* The position of Screening Interventionist for the ICARE Call Center serves to actively resolve emergency and crisis situations for individuals with Tarrant County, and contracted counties and agencies.
* These serves are designed to provide screening, assessment, crisis intervention, information and referrals, along with support and reassurance to callers in order to present the least restrictive treatment recommendations.
* These services are proved to Adults, Children and/or Adolescents within our contracted areas.
* The job responsibilities require the use of initiative, multicultural sensitivity and independent judgement in order to provide intervention within the community.

lEAD Pre-Registration/INsurance ver | Parallon (hca) | april/2016- June/2017

* Retrieve reservation/notification of scheduled admission from gatekeeper via laser printer
* Perform pre-registration and insurance verification within 24 hrs. of receipt of reservation/notification for both inpatient and outpatient services.
* Follow scripted benefits verification and pre-certification format in Meditech custom benefits screen and record benefits and pre-certification information therein
* Contact physician to resolve issues regarding prior authorization or referral forms.

Health Unit Coordinator | Medical Center of Arlington (hca) | november/2015 – April/2016

* Performs a range of clerical duties that support the operations of the unit
* Acts as unit receptionist greeting and directing visitors
* Assembles patient’s charts
* Serves as an important link in the communication chain ensuring information is transmitted between nursing personnel, other hospital personnel, physicians, patients, family members and other guests.

LEAD patient portal | medical center of arlington (hca) | july/2014- november/2015

* Demonstrate ability to navigate the internet via iPad and or laptop and create email accounts
* Patient Portal initial login process and assist with promotion, implementation and execution of Patient Engagement Events
* Ability to demonstrate customer service skills and teacher abilities.
* Ability to interpret complicated Government communications.

teachers assistant | ST. PHILIPS school and community center | may/2014 to august/2015

* Discuss assigned duties with classroom teachers in order to coordinate instructional efforts.
* Prepare lesson materials, bulletin board displays, exhibits, equipment, and demonstrations.
* Supervise students in classrooms, halls, cafeterias, school yards, and gymnasiums, or on field trips.
* Attend staff meetings, and serve on committees are required.

operations rep | bank of america | march/2012 - april/2014

* Perform proficient alpha and numeric data entry using Wausau image systems
* Prepare and process customer payments timely and accurately
* Demonstrate the ability to interact with coworkers from diverse cultures and backgrounds
* Commended for multitasking abilities; research, adjustments, and balancing
* Recognized for superior performance
* Adhere to policy and procedures the business has in place to manage risk and secure information

**Reference Upon Request**