1502 Parrot Court

DeSoto, TX 75115

214-566-4292 mhender71@sbcglobal.net

# I C H E L L E H E N D E R S O N

Seeking RN utilization review or case manager position, eager to utilize over 20 years nursing experience for the benefit and growth of your company.

## OBJECTIVE

|  |  |
| --- | --- |
|  | Degree in Nursing **Certified Case Manager** CCU Experience |
| POSITION DESIRED | Utilization Review Nurse/Nurse Case Manager |

|  |  |  |
| --- | --- | --- |
| CAREER SUMMARY | **Case Management and Utilization Review positions in group health and workers compensation. Staff nurse in hospital CCU, LTAC and home health.** | **and** |

## EXPERIENCE

**January 2008 – Present Conifer Health , Annapolis, MD**

**Remote Utilization Reviewer**

Performs precert, concurrent and post service utilization review with base caseload of over 16000 lives

Assessment of needs and identification of barriers to discharge, identification of discharge needs and pre service education.

Perform utilization review of services utilizing Milliman Guidelines and directs to Medical director for review when appropriate

Refer cases Case Management and Disease Management as appropriate

**March 2004- January 2008** **Avidyn Health, Inc Dallas, Texas**

**Remote Medical Case Manger**

Coordinates medical care and services

Identifies ongoing/long term medical needs

Communication of medical needs and anticipated treatment and cost

Perform utilization review of services utilizing Intraqual Guidelines

**Jan 2003- Feb 2004** Group & Pension Administrators, Inc Richardson, Texas

**Telephonic Medical Case Manager**

Telephone assessment and care plan development for members

Assisted members to locate and utilize in network providers and negotiated with non network providers for discounts on services

Member education

**May 2000- Feb 2001** Health Direct, Inc. Dallas, Texas

**Telephonic Case Manager**

Telephonic assessment of injured workers

Coordination of services for timely return to work

**July 1998- Feb 2000** Parkland Health and Hospital Systems Dallas, TX

**Staff Nurse CCU**

Perform patient assessments

Perform essential nursing duties

**August 1992- May 1996** Dillard University

E

DUCATION

New Orleans, Louisiana

**Bachelor of Science in Nursing**

## REFERENCES Available upon request