

FULL NAME: Milagros Morales

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PROFESSIONAL SUMMARY:

- Brings 12 years' experience in clinical case coordination with background in LTC managed care
- Bilingual in English and Spanish
- 7 years' experience and dedicated Case Coordinator specializing in managing a case load of 80-90 seniors, 701B Comprehensive Assessments, conflict resolution, and exceptional communication

PROFESSIONAL EXPERIENCE:

Accredited Customer Service Representative

January 2017 to Present

Neighborhood Insurance Company

- Discuss with customers on telephone and F2F and provide information on products and services
- Document in agency's system clients with details of inquiries or complaints and action steps that were taken
- Ability to meet and exceed company's business expectations with minimal supervision
- Ability to use multiple carriers quoting systems to quote New and existing business

Case Manager

January 2016 to December 2016

ADASSA Home Health

- Completed assessments with members and care givers to obtain information regarding patient status, support system, and need for service for care plan development
- Collaborated with physicians, discharge planners and other parties to ensure appropriate discharge plan
- Identified risks, gaps in care and prevented unnecessary hospitalizations visits by developing an individualized interdisciplinary plan of care for members and families to follow
- Provided complex care management to the elderly

**took time off from April 2015 to December 2015 to take care of family member*

Care Coordinator

November 2008 to March 2015

United Healthcare, Miramar, FL

- Documented senior's information obtained from psycho-social assessment/701B Comprehensive Assessment performed F2F
 - Responsible for quality plan of care, case management, and medication reconciliation LTC seniors
 - Provided seniors with education of services, benefits, preventive care education and community referrals as needed
 - Evaluated patient care needs, prioritized treatment, and maintained patient flow
 - Managed care for post-operative seniors through discharge and follow up orders to ensure care and prevent re-admissions
 - Accurately documented all elements of assessments, treatments, medications, discharge and follow up care.
 - Completed all daily living tasks to enhance the quality of life of the elderly
 - Led the planning and achievement of goals and objectives consistent with the company's mission and philosophy
 - Routinely collaborated with department managers to correct problems and improve services for seniors to remain at home
 - Conducted monthly or as needed members case conference in-service and staff meetings to discuss seniors optimum care and well being
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- Cooperated and communicated effectively with physicians to ensure seniors satisfaction, and quality care
- Facilitated an ongoing assessment to seniors needs and implementation of interdisciplinary team care plan

Head Department of Adult Day Care Center

March 2005 to July 2008

St. Anne's Nursing Center, Miami, FL

- Brought St. Anne's Adult Day Care Center into full compliance with licensing and safety regulations including fire and disaster preparedness, FL Department of Public Health Codes and USDA nutrition guidelines
- Interviewed family and/or caregivers for enrollment through Assessment prior to admission
- Implemented curriculums, and daily activities for seniors
- Maintained a safe play environment by emphasizing on quality care, customer service and staff continue education year round
- Maintained accurate accounting of admissions, discharge and operation reports
- Managed food inventory for 42 seniors in accordance with nutritional guidelines
- Developed extra curricula activities and programs for seniors
- Conducted monthly meetings, training, and mentored staff consistently improving performance
- Assessed clients for abuse and neglect and compiled documentation for court reports
- Maintained regular contacts with clients, including visiting client's homes

EDUCATION:

Bachelors of Science, Behavioral Science, Mercy College, Dobbs Ferry, NY

CERTIFICATIONS:

701B Certified
