

**Christina Boat**  
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**Des Moines, IA 50311**

## **PROFILE**

**Motivated, personable business professional with experience** and a successful track record of maintaining excellent customer service satisfaction. Talent for quickly mastering tasks given to complete. Diplomatic and tactful with professional and non-professionals at all levels. Accustomed to handling sensitive, confidential records. **Flexible and versatile**- able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend differences. Thrive in deadline-driven environments. Excellent team-building skills.

## **Community Based Case Manager**

### **Anthem, West Des Moines, IA – Present**

Highly-dedicated, organized, and compassionate Case Manager with experience in quality health-care to members. Solid understanding of working with members from various illnesses to ensure personal healthcare goals are accomplished.

- Takes lead role in helping with training material and presentation for co-workers.
- Involved in Anthem's leadership program HYPE (Healthcare Your Professional Exchange)
- Strong experience of social skills, and coordinating health care services for members.
- Ability to interact with medical teams/programs at all levels.
- Experienced in scheduling and coordinating care plan meetings, admission meetings and treatment plans for members.
- Experience in scheduling and coordinating meetings strategically and cost effective.
- Possess exceptional leadership and communication skills.
- Collaborating with doctors, physicians, nurses, caregivers, and providers for arranging clinical resources and medical care for members.
- Conducting detailed assessments of member's personal health goals and care plans.
- Providing psychological and emotional support resources to members as well as their families dealing with chronic or acute illnesses.
- Arrange for transportation service for pick up and drop off for members.
- Initiating home meal delivery and transportation for follow-up appointments to provide long-term care solutions
- Examining and discussing funding issues with patients and family members.

## **Medical Management Specialist**

### **Anthem, West Des Moines, IA – 2017-2018**

- Assisting Case Managers in authorizing services members need to obtain personal health goals.
- An exceptional resource for case managers to help complete unanswered questions regarding member's health care.
- Researched billing inquiries and denials for reprocessing.
- Built member cases in company data base (FACETS).
- Approved authorizations in FACETS for services. Sending letters of decision to providers supplying member's services.
- Verified provider licensure, TIN, and NPI.
- Ensured privacy of members protected health information.
- Lead and assisted various projects in a time sensitive environment for audit and reporting purposes to the state using various programs.

## **Assistant Manager**

### **Tradehome Shoes, Fort Dodge, IA – 2016-2017**

- Assistant manager to store manager.
- Trained 7-8 sales associates to sell products within the store.
- Interviewed/hired new employees.
- Wrote weekly schedule.
- Helped maintain 30% store gains, monthly, through personal sales.

- Helped build clientele from prior store loss.
- Demonstrated excellent customer service.

#### **Sales Associate**

##### ***General Nutrition Company (GNC), Fort Dodge, IA – 2016-2017***

- Lead sales associate.
- Educated customers on store products to help maintain a good healthy regimen.
- Lead team in new accounts while helping to maintain and exceed store goals.
- Maintained daily balanced cash register.
- Demonstrated excellent customer service.

#### **Grievance & Appeals Liaison**

##### ***Anthem, West Des Moines, IA – 2015-2016***

- Answered calls from members regarding their concerns regarding local physicians.
- Answered calls from members regarding an appeal with a current decision regarding denial of their benefit.
- Researched members' benefits for a customer satisfactory decision.
- Conduct executive decisions for problem solving issues.
- Acted as liaison between member and professional and non-professional peers for best resolution of member's concern.
- Stated cases needing medical review from the nurses on our team.
- Obtained critical incident information for reporting purposes to the state.

#### **Employment History**

- Post Issue Customer Service
- High Touch (death claims)

##### ***MetLife, West Des Moines, IA – 2013-2015***

Locum Tenans Credentialer

##### ***Acute Care Inc., Ankeny, IA – 2009-2010***

#### **Education**

Bachelor of Arts in Management, Concentration in Logistics & Operations

##### ***Southern New Hampshire University- Current***

Associate of Applied Science for Medical Assisting

##### ***Kaplan University, Urbandale, IA – 2004-2005***

Medical Transcription Certificate

##### ***Kaplan University, Urbandale, IA- 2004-2005***