Sue Darby

900 Josh Dr

Palmer, AK 99645

907-334-2639

907-746-5978

sue@sue-a-darby.com

www.sue-a-darby.com

Senior & Disabilities Services

Carol Downey

550 W. 8th Ave.

Anchorage, AK 99501

Dear Ms. Downey and Hiring Team,

I am applying for the Medical Assistance Administrator I in Provider Quality Assurance. I graduated with a double bachelor in Business Management & Technology with a Concentration in Business Applications and Business Management & Technology. I graduated with Alpha Beta Kappa Honors in 2009.

I am well versed in the processes and knowledge of the Medicaid Waver and Personal Care Programs and I am excited about tackling the challenges the division will experience going into the future. I have a thorough knowledge of the eligibility requirements and business practices of the providers as well as SDS. I also have a thorough understanding of the certification process to become a provider. While working at Nine Star Education and Employment Services I assisted clients with resumes, work search, and program eligibility along with consulting Work Service Specialists, Public Assistance Eligibility Workers, Parole Officers and other Public Service Workers to support the clients in achieving their goals.

My demonstrated work experience involving eligibility evaluation, regulation research and application takes the form of:

* *Review requirements for a complete application for Provider certification*, this involves, determining if the materials match the list of required documents.
* *Currently, I screen and track approximately 30+ applications per month.* During the screening process, I identify and analyze missing materials, research regulations to clarify if materials meet the evaluator’s expectations, and inform providers of additional materials needed. This is important especially for the more rare providers such as the Habilitation Homes, Meals, Transportation, and Intensive Active Treatment providers.
* *I use the Background Check Unit database* to determine compliance with requirements for certification or re-certification. During re-certification, I discovered several agencies that are non-compliant with regulations. I inform the agency and encourage them to start working towards compliance and certification.
* *I developed the original CIR (Critical Incident Reporting) Spreadsheet* used for tracking and federal reporting for CIRs.
* *Work experience involves written and verbal communication* as demonstrated through technical assistance to providers. Many need to know more about the requirements for certification. I provide potential time frames and basic explanations about items being requested such as;

1. The appropriate business license, (State or Local).
2. Resources for Workman’s Compensation Insurance Requirements.
3. Explanations of training available for the agency such as CIR, Personal Care Attendant, Assisted Living and Care Coordination.
4. Background checking via the BCU (Background Check Unit).
5. Presentation and development of statistical reports, agency wide (Nine Star).

* *As the initial contact for Provider Certification most of the correspondence for the unit,* I may handle provider complaints, concerning the length of time it takes to process an application. I handle these complaints professionally and patiently explain the policy we follow for processing applications.

*I am Master Certified in Office 2003 and a Power User of Office 2007*. I frequently build technical tutorials or assist co-workers in troubleshooting application issues. I am well versed in the use of;

* *DS3*, the internal main database.
* *SharePoint* systems including the CIR (Critical Incident Report) Database, and the Archives Database.
* Use of the MMIS (Medicaid Management Information Systems) Database and many other useful database systems.
* Visual supplements created for the Commissioners Dashboard and for federal use.

I enjoy creating items from scratch or working to improve the current set of forms, letters and spreadsheets the team uses. As part of the QA team I have helped refine the standardized letters used, drafted basics of procedures, developed detailed tutorials as training materials for others to use.

I am enthusiastic about the possibility of applying myself, to the new challenges and responsibilities, as described in this position. I know that my skill set, work ethic and knowledge of the program will be an asset to the Quality Assurance, Provider Certification Unit and to the Division of Senior and Disabilities Services. I look forward to hearing from you shortly. You may contact me at 334-2639 between 8:30 a.m. and 4:00 p.m. or at 746-5978 after 6:00 p.m.

Sincerely,

Sue Darby