

Objective

Care Management Associate with 6 years of experience in Advocating for members by assisting them to address challenges, and make informed choices regarding the use of social and other community supports, and also Developing collaborative relationships with clinical providers and facility staff.

Skills

Microsoft Office, Developing Skills, Supervising SKills.

Work Experience

Care Management Associate

ABC Corporation - 2008 – 2016

- Supported comprehensive coordination of medical services including the Care Team.
- Promoted and supported quality effectiveness of healthcare services.
- Delivered extraordinary customer care by responding to customer questions and concerns in a polite, courteous and professional manner.
- Ability to review and navigate multiple screens in order to efficiently resolve customer needs.
- Codeveloped, 60page training that enabled faster rampup for newly hired support staff.
- Developed innovative PowerPoint presentation used by the supervisors for team training modules.
- Contacted members recently discharged from in-patient to coordinate care and resources.

Care Management Associate

Delta Corporation - 2008 – 2008

- Assist medical offices & facilities with obtaining authorizations/pre-certification for inpatient/outpatient services.
- Skills Used Customer service, data entry, etc.
- Managed data input/research Set up Appointments for clinicians Consistently maintained a positive attitude Prioritizing tasks and Meet deadlines.
- Supported a comprehensive Medical Services Care Team Responsible for screening and supporting the implementation of care plans to promote effectively.
- Reviewed and conducted research for health care providers and members by resolving service issues in order to provide and promote better working.
- Relieved management of administrative detail, projects, and coordinate workflow by keeping projects on schedule, checking deadlines on incoming.
- Provided back-up materials for callbacks, route calls elsewhere as needed, do phone surveys/inquiries as needed, maintain calendar, prepare agenda.

Education

Bachelor Degree