

Robert Smith

Care Management Associate

PERSONAL STATEMENT

Care Management Associate with 2 years of experience in Maintaining accurate and completing documentation of required information in compliance with risk management, regulatory accreditation requirements.

WORK EXPERIENCE

Care Management Associate

ABC Corporation - April 2008 - March 2008

Responsibilities:

- Provided customer service for Aetna Healthcare products.
- Screened members to identify needed medical services, make appropriate referrals to medical services staff, and coordinate the required services in accordance with the benefit plan.
- Identified triggers for referral into Aetnas Case Management, Disease Management, and other Specialty Programs.
- Provided support services to team members by answering telephone calls, taking messages, researching information, and assisting in solving problems Used Aetna systems.
- Successfully utilized all Microsoft Windows programs including Word, Excel, PowerPoint, Access, and Outlook.
- Coordinated and arranged for health care service delivery under the direction of a nurse or medical director in the most appropriate setting at the most appropriate expense by identifying opportunities for the patient to utilize participating providers and services.
- Promoted communication, both internally and externally to enhance the effectiveness of medical management services (e.g., health care providers, and health care team members respectively).

Care Management Associate

Delta Corporation - 2006 - 2008

Responsibilities:

- Abstract information from patient chart to document on Medicare Quality Metrics report.
- Generate risk stratification reports to identify patients for Health Coach.
- Dress them Patty in them shower accelerator.
- Assist patients with care Skills Used EMR, insurance, customer service.
- Care Management Assoc.
- Out Bound Calls Inbound Calls Multi-Tasking Problem Solving Setting Appointments Worked in Data Base.
- Coordinated enrollment of patients for Moms-To-Be Maternity Management Program Monitored high risk patient cases for required medical services .

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Ms. Word, Analyzing Skills, Management Skills, Multitasking.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Diploma