

# ROBERT SMITH

## Medical Management Specialist

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### SUMMARY

Responsible for providing non-clinical support and act as the liaison between the Medical Management and/or Operation areas, including lawyers and insurance holders, for processing medical motor vehicle claims.

### SKILLS

Managerial; Interpersonal; Psychosocial; Clinical; Care Plan Certified, Computer.

### WORK EXPERIENCE

#### Medical Management Specialist

ABC Corporation - December 2013 – 2020

- Actively collaborated with external community-based organizations to facilitate and coordinate care for children with special health care needs under the direction of an RN Case Manager.
- Assisted Case manager in coordination of benefits with third party payors.
- Tracked referral according to specified timelines and notifies providers and families of CCS eligibility determinations and referrals, BCC authorizations and/or deferrals.
- Maintained and updated tracking databases.
- Prepared UM/CM reports, documents all actions in UM/CM mainframe application and provides administrative support for UM/CM.
- Handled escalated and unresolved calls, issues or correspondence for less experienced staff.
- Initiated and resolved complex problems requiring technical expertise.

#### Medical Management Specialist

Delta Corporation - 2010 – 2013

- Worked as a temp with job responsibilities to include using the WMDS system to monitor cases Inpatient and Outpatient, assigning cases to Care .
- Support Care Managers administratively, handle incoming and outgoing calls, working the MMS task list, and assist with special projects.
- Anthem BC/BS-Cincinnati, Ohio --pre-certification of inpatient stays, specialist referrals.
- Monitor Cases Inpatient and Outpatient Assign cases to Care Managers Support Care Managers administratively Handle incoming and outgoing calls Submit .
- Processed prior authorization and pharmacy reviews and identified inconsistencies Identified processes that were ineffective and developed potential .
- Total responsibility for pre-certification, admission and surgical authorization and preauthorization for the 56,000 members of the HEREIU Local 54 .
- Knowledge of CPT, ICD coding.

- MS