Robert Smith

Telephonic Case Manager

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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SKILLS

Computer, Leadership, Networking, Collaboration, Training & Development, Problem Solving, Quality.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

PERSONAL STATEMENT

Highly qualifiedTelephonic Case Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

WORK EXPERIENCE

Telephonic Case Manager

ABC Corporation - November 2011 – 2012

Responsibilities:

- Experienced with documenting and maintains accurate records of telephone assessment, interventions and disposition into the nurse advice software system.
- Experienced with conducting follow-up telephone calls of all nurse advice encounters to assess the outcome of the initial nurse advice provided, and /or re-triage if the prior presenting symptoms continue or worsening.
- Experienced with using nursing assessment skills, patients will be identified and referred to the appropriate disease management and medical case management programs Experience with participating in mentoring new nurses as needed.
- Actively participated in internal quality and work flow enhancement projects, and other duties, as assigned.
- Maintained Clinical Telephone nurse advice standards in accordance with established policies and procedures Experience with maintaining office standards in accordance with HIPAA and Clinical Telephonic Services.
- Complied with required workplace safety standards.
- Experienced with participating in the Clinical Telephonic Services Quality Improvement Program by attending regular staff meetings, in-services, and identifying and reporting issues to the appropriate management personnel for intervention and /or referring to the appropriate department(s) at the local state level.

Telephonic Case Manager

Delta Corporation - 2009 – 2011

Responsibilities:

- Answered calls from individual, mainly United Health Care members, providing medical information including triage and treatment decision support .
- Arrange and document all medical needs such as appointments, procedures, surgeries and transportation Update the adjustor and the work compensation .
- Temporary assignment with Sedgwick CMS, third party administration for the account of The Coca-Cola Company, AT&T, American Airlines and other .

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- Telephonic Case Manager Temporary to permanent staffing with Blue Cross Blue Shield of Florida/OPTACOMP.
- Third party administration for Sate of Florida, Department of Financial Services, Workers Compensation Division, located in Lake Mary, Florida.
- Telephonically managed Workers Compensation cases.
- Responsible for ensuring quality, appropriate care for Workers Compensation Claimants and expediting return to work.

Education

BSN

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