

## MANAGER FIELD

### Professional Overview

Service focused and strong knowledge of healthcare management, client services, healthcare systems, management, Social Security, DFCS and various other platforms and services.

### Core Qualifications

- Microsoft Office Suite ( Excel, Word and Powerpoint)
- Knowledgeable in various healthcare information systems to include( Meditech, EMR, Mckesson/Stars, Artiva ,Onbase and Host).
- Licensed Navigator # 2984352
- Affordable Care Act Certified
- Knowledgeable in CPT Coding
- Knowledgeable in ICD-10

### Education

B.S : Sociology , June 1995 Albany State College Sociology

### Experience

#### Manager Field

January 2014 to January 2016 Company Name i¼ City , State

- Responsible for providing high quality client focused service and leadership direction to internal and external operations.
- Provided smooth and efficient operations of all facets of the hospital-patient-Change Healthcare partnership.
- In accordance with established policy and Federal/State rules and regulations.
- Supervised 6 employees and provided comprehensive and detailed training needed to complete assignments.
- Served as Quality Assurance Specialist to ensure that each application completed was correct.
- Completed yearly performance Evaluations, monitored leave and punctuality for employees.
- Met all yearly goals at 95% for district and exceeded in some areas by 3%.
- Trustworthy and committed to superior customer service.
- Confident in interactions with individuals at all levels.
- Assisted with billed accounts and approval rate for revenue.

#### Healthcare Representative

January 2002 to January 2014 Company Name i¼ City , State

- Interviewed clients in a hospital setting/or home visits to assist with obtaining maximum coverage for Federal( SSI/ SSA Disability) and State Medicaid benefits.
- Traveled to several different hospitals throughout district in order to meet client needs.
- Acted as an Advocate for patients and families in the capacity to Federal and State agency.
- Worked effectively with all hospital staff to give exemplified customer service.
- Adhered to company and legal standards regarding Protected Health Insurance(PHI), Personal Identifiable Information(PII) and Health Insurance Portability Accountability Act (HIPPA).
- Maintained and documented status of applications and clients via hospital system and Change Healthcare.
- Met goals as assigned by Change Healthcare yearly.

#### Case Manager

January 1996 to January 2002 Company Name i¼ City , State

- Under general supervision provided the following: Determined eligibility and managed on-going cases, intakes or renewals for eligibility programs.
- Processed applications and/or reviews using appropriate criteria and policies consistently and according to established guidelines.
- Recorded and evaluated personal and financial data obtained from individuals.
- Keyed in a high volume of data using standard office hardware and software.
- Performed other professional responsibilities as assigned by supervisor.
- Exceeded/ Met all performance goals monthly as well as yearly.

### Skills

agency, benefits, hardware, CPT Coding, client, clients, customer service, direction, financial, ICD-10, information systems, Insurance, leadership, legal, Meditech, Excel, Microsoft Office Suite, office, Powerpoint, Word, Navigator, policies, quality, Quality Assurance, SSI, supervisor, supervision