

Name

Address

E-mail: xxxxxxxxxxxxxxxxxxxx Cell: xxx-xxx-xxxx

QUALITY DRIVEN HEALTHCARE LEADER

More than 14 years of managed care experience for a large healthcare company in the United States.

Milestone accomplishments:

- Designed and implemented audit tools to measure key performance metrics
- Developed and maintained company wide audit tracking /inter-rater reliability tools to support compliance with accreditation and regulatory standards.
- Engaged key stakeholders in ensuring adherence to Federal, state, NCQA, URAC, HEDIS, Medicaid, Medicare requirements.
- Primary contributor to organizational NCQA and URAC accreditation readiness through audits and documentation.
- Improved HEDIS 2014 performance for Medicare members by mining data and locating missing HEDIS qualifying instances for inclusion in the results.
- Provided strategic advice to senior leaders resulting in reduced documentation errors and improved reliability of cross-functional processes in benefit denials and appeals.

Core Competencies:

- Managed Care
- Quality Management and Improvement
- Regulatory Compliance
- Performance Monitoring
- Fluency in benefits determinations and claims processes
- Utilization Management
- Project Management
- Emergency room/Trauma Social Work
- Case Management
- Medical Social Work

CORPORATE UTILIZATION MANAGEMENT COORDINATOR, SENIOR QUALITY IMPROVEMENT SPECIALIST, LEAD CARE MANAGER:

XYZHealth Group 2006-Present **2005-2014**

An operating division of XYZ Health Group (Fortune 17), # of employees: The largest single health carrier in the United States. A top ranking company in the insurance and managed care sector on Fortune's 'Year' "World's Most Admired Companies" list. Focus - three key drivers of transformative change: engaging the consumer, aligning care delivery and modernizing the health system infrastructure.

XYZ HEALTH (XYZ Health Systems) 2000-2006

Fortune 500, # of employees: XYZ Health Systems. Acquired by XYZ Health Group in Year. Served more than X million health plan members and approximately X million specialty plan members nationwide.

Clinical Policy/Regulatory Compliance/Accreditation

- Oversight and maintenance of corporate utilization management policies and procedures.
- Integration of corporate policies.
- Developed and updated companywide utilization management guidelines in compliance with Federal, state-specific, Medicare and accreditation standards.
- Ensured that relevant entity specific accreditation and regulatory requirements are translated into company wide policies and best practices including adherence to timeliness standards for denial and appeal letters.
- Conducted internal audits to ensure ongoing compliance with regulatory and accreditation reviews.
- Interfaced with multiple business departments to ensure compliance with regulations and accreditation standards and facilitated corrective action.
- Responsible for development and completion of program documents including annual quality improvement and utilization management program descriptions, evaluations, and quality improvement activity summaries.

Quality Management and Improvement

- Developed audit tools to collect, aggregate and analyze quality and utilization management data.
- Monitored performance metrics, identified gaps, trends and opportunities for improvement.
- As co-chair for regional and corporate committees, prepared and reported results of performance metrics to executive leaders.
- Adept at working with large data sets and making data-driven analytical decisions.
- Managed quality of care complaints and sentinel events investigations.
- Reviewed policies with process owners to facilitate corporate-wide adherence and understanding of protocols.
- Completed audits of benefits denials, appeals, provider disputes for commercial and Medicare enrollees.
- Management, planning and tracking of multiple strategic projects to successful completion within timeframes.

HEDIS

- Subject-matter expert (SME) and member of centralized HEDIS workgroups designated to identify and implement regional, state and health plan specific projects to improve HEDIS scores and Medicare ratings.
- Facilitated regional workgroups to support core documents and reporting to health plans.
- Improved HEDIS 'Year' performance for Medicare members by mining data and locating missing qualifying instances for inclusion in the results.
- SME in the development of the HEDIS training update to facilitate companywide understanding regarding changes to NCQA HEDIS reporting requirements.

Case Management

- Assessment and triage.
- Conducted pre-certification and concurrent reviews for outpatient and inpatient services based on level of care guidelines, coverage determination guidelines and best practices.
- Developed work flows to facilitate daily processes, monitored and reported performance of licensed clinical staff to managers and implemented corrective actions to improve case management performance.
- Worked with senior managers to develop and implement the Assertive Case Management program for chronically mentally ill and recidivistic consumers resulting in the majority of participants successfully completing program designed to support baseline functioning and eliminate unnecessary utilization.
- Consulted with practitioners and helped them select treatment interventions that assured consumers received treatment at the least restrictive level of care.
- Assured communication with consumers, providers, network management, account management, claims department, and clinical management in adherence to current HIPAA and privacy laws.

TRAUMA/CRISIS/LPS SOCIAL WORK:

City/City MEDICAL CENTER 2003-2007

XYZ Medical Center has served a rapidly growing Regional community since 1973. The #-bed hospital is known in the area as a leading source for quality care.

XYZ HOSPITAL 2003-2004

of employees: Established in 'Year', a Joint Commission accredited #-bed, not-for-profit community hospital and trauma center. Physician expertise ranges across more than 71 specialties and subspecialties.

XYZ/XYZ MEDICAL CENTER 2002-2003

Anchored by five award-winning comprehensive medical centers, XYZ Medical Center, Location, provides a full spectrum of care.

- Worked psychiatric and medical hospital settings: trauma and ER, NICU, geriatric, and rehabilitation.
- Crisis assessment, triage, intervention and referral.
- Lanterman-Petris-Short (LPS) Act Certified Assessor with authority to place patients on a psychiatric hold.

CLINICAL SOCIAL WORK MANAGER:

XYZ HOSPITAL City 1998-2000

A private, non-profit teaching hospital, that provides multidisciplinary care to over 104,000 patients each year. Recognized as one of the "XYZ Hospitals Honor Roll" for 2012-2013 by U.S. News & World Report and is currently the 5th ranked xyz hospital in the United States and the top ranked xyz hospital in the western United States.

XYZ MEDICAL CENTER, City 1997-1998

The XYZ Rape Treatment Center (RTC) is a national model for the treatment of sexually abused adults and children. Experts offer comprehensive, free treatment for sexual assault victims and their families, including 24-hour emergency medical care, forensic examinations, crisis intervention, long-term professional counseling, advocacy and accompaniment services.

XYZ HOME 1995-1998

Founded in 'Year' as the City Orphans Home, XYZ has cared for more than 20,000 patients providing residential treatment services for abused or neglected patients in the system.

- Crisis assessment, triage, intervention and referral.
- Expertise in gathering comprehensive intake/psychosocial evaluations to formulate short and long term treatment goals and interventions.
- Individual, family, and group work.
- Facilitator of clinical case conferences.
- Development of psycho-social assessments and treatment plan tools.
- Clinical and Documentation Manager.
- Treatment Team Supervisor and Consultant /Trainer.
- XYZ Field Instructor.
- XYZ Advocate and Expert in making formal recommendations to court for abused individuals.
- CBT, Behavior Modification, DBT, Parent Training, Daily Living Skills, and Vocational Training.
- School-Based Liaison-worked collaboratively with schools, non-profit community programs and families.

EDUCATION:

Bachelor of Arts (BA) in Psychology and Human Development

XYZ University, City, State (1992)

Master of Social Work (MSW)

State University, City State (1995)

CERTIFICATIONS/AFFILIATIONS:

State LCSW (2007)

State LCSW (1998)

Six Sigma Yellow Belt Certification-2011

Six Sigma Lean Certification -2012

TECHNICAL EXPERIENCE:

Proficiency with Microsoft Word, Excel, Access, and PowerPoint, LINX, FACETS, COSMOS, IBAGG, IPASS