

WENDY LARA

PROFESSIONAL SUMMARY

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Demonstrates willingness to take on added responsibilities to meet team goals.

WORK HISTORY

Utilization Management Specialist, 08/2017 to 08/2022

ELEGANCE HEALTHCARE INC - Remote

- Responsible for coordinating cases for precertification and prior authorization review
- Managing incoming calls or incoming post services claims work
- Determines contract and benefit eligibility
- Provided authorization for inpatient admission, outpatient precertification, prior authorization, and post service requests
- Responsible for the identification and data entry of referral requests into the UM system in accordance with the plan certificate
- Responded to telephone and written inquiries from clients, providers and in-house departments
- Checks benefits for facility based treatment
- Developed and maintained positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.
- Developed knowledge and skills in areas of utilization management (UM), medical necessity, and patient status determination
- Performed a variety of concurrent and retrospective UM-related reviews and functions and for ensuring that appropriate data is tracked
- Maintained current and accurate knowledge regarding commercial and government payers and Joint Commission regulations/guidelines /criteria related to UM

Medical Receptionist, 01/2015 to 07/2017

Channel Islands Prosthetics-Orthotics

- Greeted patients and assisted patients with patient forms
- Answered multi-line phone and checked patients in and out in a high volume office
- Ensured that patients and visitors were escorted to service areas beyond reception rooms
- Responsible for scheduling and confirming patient appointments

CONTACT

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SKILLS

- 5+ years successfully working remotely 100% of the time
 - Experience in PPO and HMO
 - Proficiency in prospective review, concurrent review, and retrospective review procedures
 - Proactively worked to ensure that clinical documentation supports proposed courses of treatment
 - Advanced critical thinking and conflict resolution skills using creative approaches
 - Demonstrated positive and professional written, verbal and nonverbal communication skills
 - Expertise in Microsoft Word, Excel, PowerPoint, and other software tools for analysis and presentation of UM related data
 - Participated in clinical performance improvement activities to achieve set goals
 - Effectively and efficiently manages a diverse workload in a fast-paced, rapidly-changing regulatory environment
 - Utilizes negotiation skills, which effectively promote constructive solutions
 - CPT coding
 - ICD-1
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- Responsible for coding fee slips, verifying insurance referrals, and collecting co-payments
- Located and maintained the medical charts and updated them regularly
- Confirmed and verified insurances benefits and eligibility
- Completed appropriate forms and procedures to obtain treatment authorizations
- Entered correct and/or updated patient information into main computer data-base.

Real Estate Assistant, 01/2009 to 12/2014

Century 21

- Established positive client relationships by fielding initial calls from prospective clients with data entry
- Organized and maintained client files to ensure current information on prospective buyers
- Created high interest flyers to advertise available properties to prospective clients
- Effectively managed invoicing and outgoing payments
- Carried out necessary job functions utilizing Microsoft Word, Excel, and PowerPoint
- Handled customer complaints over the phone for all of his Managed Properties.

Salon Manager, 06/2002 to 11/2008

Vero's Hair Salon

- Managing client appointments
 - Welcoming and greeting customers who come to the salon
 - Selling beauty products and treatments, and managing and forecasting retail stock levels
 - Resolving guest complaints or issues
 - Organizing promotion and marketing campaigns
 - Ensuring high standards of hygiene, cleanliness within the salon
 - Analyzing weekly and monthly sales figures
 - Controlling salon expenses.
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EDUCATION

Associate, Science

Claremont High School - Claremont, CA

AS, Healthcare Administration, General studies

Mt. San Antonio College - Walnut, CA

LANGUAGES

Spanish

Full Professional
