

Nichole Mallon

UM Outpatient Coordinator

Woodlandhills, CA

nicholemallon7@gmail.com

4803901740

Remain Teachable

Authorized to work in the US for any employer

Work Experience

Outpatient Coordinator um

MEDPOINT MANAGEMENT - Woodland Hills, CA

March 2018 to Present

Collects referrals for IPA, verify eligibility, check member's address. Makes appropriate updates as needed.

Answers U. M. phone and answers voice mails.

Separate Urgent/ Routine referrals. Ensures referrals are handled within policy guidelines.

Researches benefits as needed.

Reviews referrals, calls offices for additional information according to guidelines.

Assist medical offices in coordinating care/ referral submission.

Alerts licensed staff when case management conditions exist per policy.

Screen cases for possible CCS and alert licensed staff.

Maintain complete files for denials signed by Medical Director.

Prints Utilization Management letters as needed.

Attends Utilization Management meeting as requested.

Assists in provider orientations, as requested.

Communicate with Medical Directors to facilitate Medical Reviews.

Co-Director/ Founder

THE SOLUTION HOUSE LLC - Reseda, CA

August 2010 to Present

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The Solution House is dedicated to providing aid to women suffering from various addictions. We provide a structured environment which targets identifying underlying issues and gives support overcoming them. Our goal has always been to offer help to all in need which is our primary purpose.

The core is rebuilding self-esteem and personal relationships damaged by self-destructive actions.

We offer low cost rehabilitation with a high yield quality of living thereafter. Along with our stabilization program we work with participants to re-enter life at large...especially the work force. We help with computer training, resumes, clothing, interviewing and transportation issues.

Our ultimate mission is lending a helping hand to women in crisis. We give back what was once offered us and have a unique approach as former addicts ourselves which trends to a high success rate of recovery.

Patient Care Coordinator

ONE CALL CARE MANAGEMENT - West Hills, CA
November 2016 to March 2018

- Provides customer support by phone, email, or instant message to business customers. Serves as primary contact for inbound customer issues. Escalates more technical product-related issues to the proper Product Support department
- Processes a high volume of customer inquiries of One Call Care Management products and services, and resolves a targeted percentage of those inquiries
- Troubleshoots customer problems, identifies the root cause of the problem, and uses tool and resources appropriately to determine how to resolve customer problems
- When unable to resolve the problem in a reasonable amount of time, will escalate to the appropriate resource. Follows up on escalated issues with coaching and mentoring to learn the appropriate solution and expand overall knowledge
- Tracks and documents inbound support requests and ensures proper notation of customer problems or issues
- Updates customer information and ensures accurate entry of contact information
- Meets the standards of the job, such as quality standards, adherence to schedule, and average handle time
- May provide guidance and/or mentoring to less experienced Customer Service Associates - Business

Admin/Reception

EXECUTIVE COMPUTER PRODUCTS INC - Chatsworth, CA
August 2014 to July 2016

Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.

Education

Nursing Minor-Psychology

PIERCE COLLEGE - Woodland Hills, CA
June 2021

Skills

Authorization (5 years), Call Center (5 years), Customer Service (9 years), Data Entry (5 years), Conflict Resolution (9 years), Microsoft (9 years), Administrative Assistant (8 years), Management (10+ years), compliance (7 years), Receptionist (5 years), Team Building, Customer Support, Customer Care

Links

<https://www.linkedin.com/in/nichole-mallon-540b94122>

Certifications/Licenses

HIPAA

Present

Additional Information

Exceptional listener-Communicator who effectively conveys information verbally and in writing.

Analytical/Research Skills-Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.

Computer/Technical Literacy-Computer-literate performer with extensive software proficiency covering wide variety of applications.

Flexibility/Adaptability/Managing Multiple Priorities-Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.

Problem-Solving/Reasoning/Creativity -Innovative problem-solver who can generate workable solutions and resolve complaints.

Teamwork-Resourceful team player who excels at building trusting relationships with customers and colleagues.