

# Sophia Green

## Medical Case Manager

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### Proactive medical case manager skilled in patient advocacy and care coordination

Experienced case manager with seven years in medical settings, specializing in chronic care management and patient support.

## Professional Experience

Medical Case Manager | Chicago Health Alliance, Chicago, IL | May 2020 – Present

- Managed care for 75+ chronic illness patients monthly, achieving a 95% treatment adherence rate
- Assisted patients with insurance claims, reducing denied claims by 20%
- Collaborated with multidisciplinary teams to develop tailored care plans for complex cases

Patient Advocate | Mercy Medical Center, Chicago, IL | May 2018 – May 2020

- Supported patients in navigating health care systems, ensuring access to necessary treatments
- Educated clients on treatment options, improving satisfaction scores by 15%

## Education

Bachelor of Science in Nursing (B.S.N.) | Loyola University, Chicago, IL | May 2020

## Key Skills

- Chronic care management
- Medical resource coordination
- Insurance navigation
- Patient advocacy
- HIPAA compliance