

Sophia Green

Medical Case Manager

Proactive medical case manager skilled in chronic care coordination and insurance navigation

Experienced medical case manager with seven years in clinical settings, specializing in chronic care management, patient advocacy, and insurance navigation for complex patient populations. Proven ability to improve treatment adherence, reduce insurance claim denials, and coordinate multidisciplinary care for individuals managing long-term health conditions. Skilled in translating clinical expertise into actionable care plans that balance patient-centered support with payer compliance requirements. Committed to ensuring equitable access to necessary medical services for patients regardless of insurance complexity.

Contact Information

 (123) 456-7890

 email@example.com

 Chicago, IL

Education

- Bachelor of Science in Nursing (B.S.N.)

Loyola University Chicago,
Chicago, IL

May 2018

Key Skills

- Chronic care management and complex case coordination
- Medical resource coordination and specialist referral management
- Health insurance navigation, authorization, and claims management
- Patient advocacy and healthcare system navigation support
- HIPAA compliance and clinical documentation standards

Professional Experience

MEDICAL CASE MANAGER | CHICAGO HEALTH ALLIANCE, CHICAGO, IL
MAY 2020 – PRESENT

- Managed care coordination for 75+ chronic illness patients monthly across diabetes, heart failure, and COPD populations, achieving a 95% treatment adherence rate through structured follow-up protocols and patient coaching
- Assisted patients with insurance prior authorizations and claims appeals, reducing denied claims by 20% and recovering an estimated \$220,000 annually in previously denied coverage
- Collaborated with multidisciplinary teams including physicians, social workers, and home health agencies to develop tailored care plans for 30+ complex cases per month
- Facilitated monthly care conferences for high-risk patients, coordinating input from six clinical specialties and reducing care fragmentation incidents by 25%

PATIENT ADVOCATE | MERCY MEDICAL CENTER, CHICAGO, IL
MAY 2018 – AUGUST 2022

- Supported 40+ patients monthly in navigating healthcare systems, ensuring access to necessary treatments and specialist referrals through insurance navigation and clinical liaison work
- Educated patients on treatment options, discharge instructions, and self-care protocols, improving patient satisfaction scores by 15% on HCAHPS surveys

Certifications

- Certified Case Manager (CCM) | Commission for Case Manager Certification | value
- Accredited Case Manager (ACM) | American Case Management Association | value