

CLIENT'S NAME, RN

City, State Zip Code | 123.456.7890 | resumesamples@gmail.com

QUALIFICATIONS PROFILE

Dedicated and compassionate registered nurse, with extensive experience in providing exceptional care to patients and their families, supervising facility, performing clinical audits, and managing staff. Equipped with excellent skills in delivering and promoting high-quality patient care. Armed with adeptness in patient counseling and education on illness/condition, medication, and overall health promotion. Skilled in assessing and advocating for patient needs, developing and implementing diagnostic procedures, and maintaining medical records. Equipped with exceptional ability to learn quickly, adapt to new challenges.

AREAS OF EXPERTISE

- Nursing Care
- Medication Management
- Treatment Planning
- Clinical Writing
- Health Literacy
- Quality Control
- Denial Letter Review
- Compliance Management
- Regulatory Knowledge
- Medical Policy Interpretation

PROFESSIONAL EXPERIENCE

Company Name, City, State

Staff Nurse, Aug 2020–Present

- Work within a multi-disciplinary team, providing care to vulnerable patients (adults and adolescents) with varying degrees of mental illness and substance/alcohol dependency.
- Manage oral and injectable medications while overseeing dispensing and treatments and assuming primary nurse responsibilities for assigned patients.
- Ensure a safe working environment for patients, staff, and visitors.
- Coordinate internal reviews of denial letters to ensure compliance with State and Federal programs, while assessing procedural efficiency and effectiveness.
- Conduct internal quality control reviews, offering recommendations for process enhancements
- Assist in coordinating external audits and reviews by clients or contracting organizations.
- Accurately interpret benefits, contracts, and medical policies as well as assess the National Letter team's denial notices for accuracy and compliance, providing improvement suggestions.
- Stay updated on state rules, contracts, federal legislation/regulations, and UHG guidelines.

Career Highlights:

- ✓ Spearheaded the implementation of a risk assessment process to identify and rectify deficiencies.
- ✓ Strengthened working relationships throughout the organization to support collective goals and objectives.
- ✓ Developed and executed treatment plans, making adjustments as necessary, and applying appropriate interventions during potential or actual crisis situations.

Company Name, City, State

Clinical Admin Nurse Consultant, Aug 2020–Present

- Partnered with medical director state leads to review and verify denial letter language for clinical accuracy in layman's terminology, and uploaded approved denial language to the Model Language Tool (MLT) for use.
- Maintained the medical director SharePoint tool to track UHC policy and state-specific requirement changes or new business updates.
- Guaranteed adherence to all relevant processes, procedures, and regulations.
- Assisted the Quality Review Team with health literacy questions and provided letter language revision suggestions.

Career Highlights:

- ✓ Reviewed specific case types recognized as potentially sensitive to members, following pre-approved templated language for clarity and sensitivity.
- ✓ Contributed to special projects and attended meetings for new business initiatives as needed.
- ✓ Provided suggestions to state templates to meet reading level requirements at the request of clinical program consultants.

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Prior Authorization Nurse, Jun 2016–Oct 2018

- Carried out medical necessity reviews for services requiring prior authorization, applying specific criteria.
- Engaged in discussions with treating physicians and healthcare professionals to acquire essential information for reviewing requested services.
- Requested and obtained clinical information necessary for service review.
- Coordinated with the medical director in resolving challenging or intricate cases.
- Evaluated received clinical data to ensure precision in decision-making for service approval or denial.
- Verified correlation of ICD and CPT codes with clinical requests.

Company Name, City, State

Senior Clinical Nurse Auditor, May 2012–Jun 2016

- Administered reviews of denial letters issued by the National Letter Team (NLT) to ensure compliance with Medicare and State Medicaid program contractual and regulatory requirements.
- Validated clinical data to ensure alignment with adverse determination language in the decision-making process.
- Guaranteed compliance of all denial letters with standards set by accrediting regulatory agencies, such as CMS, NCQA, and HIPAA.
- Engaged with physicians and pre-service nurses to address questions regarding denied cases or troubleshoot complex situations.
- Aided physicians in creating adverse determination language and coordinated external audits and reviews by clients or contracting organizations.
- Provided training for new clinical nurse auditors while maintaining up-to-date knowledge of state rules, contracts, federal legislation/regulations, and guidelines, such as Milliman Care Guidelines (MCG), InterQual, and UHC guidelines.

EARLIER CAREER

Company Name, City, State

Staff Nurse, Medical Surgical Floor, 3 years and 2 months

Company Name, City, State

Staff Nurse, 1 year and 6 months

Company Name, City, State

Business Analyst, 5 years

EDUCATION

Bachelor of Science in Nursing | University Name, City, State

Associate of Arts in Nursing | University Name, City, State

Associate of Science in Business Administration | University Name, City, State