
Grievance Coordinator Resume

Job Objective

To obtain a Grievance Coordinator position that fully utilizes my experience and abilities.

Work Experience:

Grievance Coordinator, May 2004 – Present
Fox, Staten Island, NY

- Supported Risk Management functions by conducting referral investigations, researching grievance requests, and trending events.
- Provided prompt, accurate, detailed responses of resolutions in accordance with Centers for Medicare and Medicaid Services (CMS) guidelines.
- Ensured accurate and timely completion of each case.
- Provided timely status updates concerning requests.
- Provided trend data and other reports to the Performance Improvement Council.
- Collaborated with hospital leadership for investment implementation through timely resolution and process improvement methods.

Grievance Coordinator, March 2002 – April 2004
Intel,inc., Staten Island, NY

- Monitored grievance process to ensure compliance with federal and state regulations.
 - Made recommendations on process and policy modifications and improvements.
 - Compiled information and data from, analyzed information, prepared written summaries, and made recommendations.
 - Served as the primary resource and point of escalation for the Grievance Coordinator.
 - Assisted in training and educating Alliance staff on the grievance process.
 - Developed and maintained Grievance and Member Services Department policies, procedures and processes, and compliance assessments.
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Summary of Qualifications:

- Extensive customer service experience in health insurance environment
 - Excellent knowledge CMS, joint commission regulations and grievances
 - Sound knowledge of Medicaid Managed Care laws, regulations and benefits
 - Ability to document oral information received into accurate and concise written narratives
 - Profound knowledge of hospital operating systems
 - Proficient with PC and MS word and excel
 - Excellent organization and follow through skills
 - Strong critical thinking, object problem solving and prioritization skills
 - Outstanding time management skills
 - Remarkable ability to meet deadlines
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Education:

Bachelor of Science in Nursing, Cardinal Stritch University, Wisconsin, WI

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