Name: Melissa Bolle

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Location: US-IL-Dupo-62239 ()

Last Modified: 10/6/2019 8:00:00 PM

Work History

Company Name: UnitedHealth Group Medicare &amp; Retirement Clinical Claims RN-Telecommuter 09/01/2018 - Present

Job Title:

Company Name: St. Clair County Cencom 03/01/1998 - Present

Job Title: Public Safety Telecommunicator and Educator

Company Name: UnitedHealth Group Medicare &amp; Retirement 12/01/2017 - 09/01/2018

Job Title: Supervisor Clinical Claim Review

Company Name: UnitedHealth Group Medicare &amp; Retirement Clinical Claims RN-Telecommuter 03/01/2015 - 12/01/2017

Job Title:

Company Name: UnitedHealth/Optum 04/01/2013 - 03/01/2015

Job Title: Health Heart Failure Program Medicare &amp; Retirement-Telecommuter

Company Name: St. Luke s Emergency Department/Medical Surgical ICU/Urgent Care 03/01/2008 - 08/31/2013

Job Title: Staff RN

Education

School: Chamberlain College of Nursing Graduation Date:

Major:

Degree: Associate Degree

School: Chamberlain College of Nursing Graduation Date:

Major:

Degree: Bachelor's Degree

School: Webster University Graduation Date:

Major:

Degree: Master's Degree

Additional Skills And Qualifications

Recent Job Title: null Recent Wage: 0 per

Security Clearance: No

Desired Position

Desired Wage: per Desired Employment Type:

Desired Travel: Desired commute:

Desired Relocation: No

Resume

Melissa A. Bolle

618-781-5366 1009 Falling Springs Dr. Dupo, IL. 62239 Melissa.bolle73@gmail.com

Greater St. Louis

PROFESSIONAL SUMMARY

Reliable, highly organized, and technically competent registered nurse with more than ten years of experience in the medical industry with a well-developed skill set in use of medical equipment and medication dispensing systems. Demonstrated ability to develop and deliver quality education and training with over 18 years of experience providing in service education for new concepts and programs. Take charge, decisive decision maker with excellent communication skills.

WORK EXPERIENCE

UnitedHealth Group Medicare &amp; Retirement Clinical Claims RN-Telecommuter

September 2018-Present

Review claims based on protocols and MCG utilizing medical records to determine if criteria for reimbursement have been met.

UnitedHealth Group Medicare &amp; Retirement Supervisor Clinical Claim Review: -Telecommuter

December 2017-September 2018

Supervise 18 staff, provide them with coaching, development plans and corrective actions as needed. Coordinate monthly team meetings and educate on new processes being implemented. Develop and deploy remediation plans to alleviate backlogged inventory.

UnitedHealth Group Medicare &amp; Retirement Clinical Claims RN-Telecommuter

March 2015- December 2017

Review claims based on protocols and MCG utilizing medical records to determine if criteria for reimbursement have been met.

UnitedHealth/Optum Health Heart Failure Program Medicare &amp; Retirement-Telecommuter

April 2013-March 2015

Reach out to members telephonically and assess their current health status utilizing motivational interviewing. Identify gaps or barriers in treatment plan or knowledge of treatment plan. Provide member education regarding self-management, disease process and healthy lifestyle. Act as team leader. Trained 6 new case managers.

St. Luke s Emergency Department/Medical Surgical ICU/Urgent Care Chesterfield, MO. Staff RN

March 2008 August 2013

Utilized high-tech monitoring devices to manage patients with all levels of illness. Preceptor to approximately 15 new nurses. Cerner super user.

St. Clair County Cencom Public Safety Telecommunicator and Educator

March 1998 Present

Answer incoming emergency and non-emergency telephone lines. Communicate with public safety entities to ensure that they have the proper information to make the appropriate response necessary. Supervise a team of 4-6 staff. Develop and provide continuing education training through the ETSB to over 100 telecommunicators 6 times per year. Also, assisted with implementing and in-servicing those telecommunicators on two different computer aided dispatch systems.

EDUCATION

Chamberlain College of Nursing Associate Degree in Nursing 2008

Chamberlain College of Nursing- Bachelor of Science in Nursing 2016

Webster University- Master of Health Administration 2018

Active RN license in Missouri and Illinois