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| --- | --- |
| Name: |   Tiffani Feeley |
| Phone: |   (636) 465-4178 |
| Email: |   tiffanifeeley34@yahoo.com |
| Location: |   US-MO-Fenton-63099 () |
| Last Modified: |   1/1/2020 12:20:30 PM |

 Work History

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| --- | --- | --- |
| Company Name: |   UNITED HEATLHCARE OPTUM | 02/01/2017 - Present |
| Job Title: |   Triage Nurse |
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| Company Name: |   SSM Health: Kirkwood Obstetrics | 10/01/2016 - 01/31/2017 |
| Job Title: |   Triage Nurse |
|  |
| Company Name: |   Mercy | 08/01/2015 - 10/01/2016 |
| Job Title: |   Clinical Nurse Surgical Progressive Care Unit/CardioVascular ICU |
|  |
| Company Name: |   Delmar West | 12/01/2014 - 06/30/2015 |
| Job Title: |   Nurse: Skilled Unit |
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 Education

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| School: |   Jefferson College School of Nursing: Hillsboro, MO | Graduation Date: |  |
| Major: |    |
| Degree: |   Associate Degree |
| School: |   Waubonsee Community College, Sugar Grove IL | Graduation Date: |  |
| Major: |    |
| Degree: |   None |
| School: |   Joliet Junior College, Joliet IL | Graduation Date: |  |
| Major: |    |
| Degree: |   Associate Degree |

 Additional Skills And Qualifications

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| Recent Job Title: |    null | Recent Wage: | 0 per  |
| Security Clearance: |   No |  |  |

 Desired Position

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| Desired Wage: |    per  | Desired Employment Type: |  |
| Desired Travel: |    |   Desired commute: |  |
| Desired Relocation: | No |  |

 Resume

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| 1573 COTTLEVILLEPARKWAY #202.636-465-4178 TIFFANIFEELEYRN@YAHOO.COMTIFFANI FEELEY,RNMy career objective is to provide patient-focused health care education and be the liaison betweenthe Physician and the Member to help navigate and facilitate access to quality health care. Myexperience in the clinical setting and my continual desire to be a patient advocate and healthcareeducator has prepared me for the role as Case Manager with United Healthcare in the managed careenvironment.PROFESSIONAL EXPERIENCEUNITED HEATLHCARE OPTUM FEB, 2017-PRESENTTriage Nurse Perform thorough telephonic nursing assessment and clinical review, using ICUE and MAESTRO todetermine appropriate triage protocol to utilize for nurse care advice. Ensure members aredirected to the most appropriate level of care at contracted facilities. Assess, plan and implement care strategies that are individualized by patient and directed towardthe most appropriate, least restrictive level of care. Understand insurance products, benefits, coverage limitations, insurance and governmentalregulations as it applies to the health plan. Provide end-to-end resolution for members. This includes, but is not limited to: Clinical,Financial, Decision Support, Behavioral Support, Claims inquiries. Work with partners including medical, clinical, financial, behavioral, and Rx to resolve issues. Answer questions, assist with resolution. Provide coaching and mentoring via virtual environment. Work with supervisors on enhancing performance. Multiple state licensureSSM Health: Kirkwood Obstetrics Oct, 2016-Jan, 2017Triage Nurse Answers calls to determine acuity and consulting with provider to determine course of action. Provides expert professional nursing care for procedures. Pre-Certifications for procedures and medications. Scheduling appointments as needed. Handles medication refills with pharmacies. Utilizes EMS (EPIC) for charting, scheduling, medication refills, and pre-certifications.Mercy: Saint Louis Aug, 2015-Oct,2016Clinical Nurse Surgical Progressive Care Unit/CardioVascular ICU Completes comprehensive patient assessments and develops patient-specific care plans utilizingclinical and social status data. Effective liaison between the patient, the provider and all ancillary disciplines to increaseaccess to quality care and optimal health outcomes. Work closely with patients and their families to facilitate education to achieve better outcomes. Contributes to quality and safe patient care by demonstrating competency in clinical nursingskills, procedures/treatments, and critical decision making and maintaining a high level ofexpertise. Evaluates patients for case management and recommends appropriate level of care based ondetermined acuity of patient status.Delmar West: Chesterfield, MO Dec, 2014-June 2015Nurse: Skilled Unit Assisted patients with nursing care and activities of daily living. Communicated effectively with physicians, colleagues and patients.Teaching and SalesI know the importance of tailoring any message to my audience. I have learned the value and need ofrecognizing that age, demographics, ethnicity and level of education, amongst others, needs to beconsidered, in order to educate and motivate someone towards a desired effect.Having been a Sunday school teacher and Care Servant for the past 12 years, I have had theopportunity to research and marry resources with members needs.EDUCATIONJefferson College School of Nursing: Hillsboro, MO Graduated May 2015Associates of Science in Nursing, GPA: 4.0Waubonsee Community College, Sugar Grove IL Jan 2000-May 2002Joliet Junior College, Joliet IL Aug 1990-1993Associates of ArtCERTIFICATIONS ACLS (17) BLS CPR certified through American Heart AssociationREFERENCESMarie Baker RN, MS Wellcare 312-885-4410Becky Schlottman RN, BSN Mercy Hospital 314-740-1862 |