

Anele Rose Steiner, MSHA, BSN, RN, CMCN, CCM

Masters' Educated Nurse Professional Leader

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- Anele is a BSN- Registered Nurse with 15+ years of healthcare/nursing experience
- She has vast working knowledge of Medicaid, Medicare, and Medi-CAL
- She has over 8 years of case management experience implementing and developing, and evaluating individual plans of care, Onboarding, and providing training and education to staff and patients
- Broad knowledge of health care delivery/managed care regulations, and contract terms/stipulations

- Anele is knowledgeable in Medicaid criteria/guidelines.
- Anele is knowledgeable about managed care contracts/guidelines.
- Anele is knowledgeable of data-driven decision-making tools and their use. As well has an extensive knowledge in Nursing Operations, Care Variation, Patient Flow, Lean methodologies, Case Management, and CDI
- Current working knowledge of various reimbursement mechanisms, including third party requirements.
- Current working and demonstrated knowledge of various criteria sets (including but not limited to InterQual)

Additionally Anele possesses:

Supervisory Experience, Experience in medical record review / auditing, Excellent telephone and communication skills, Possesses a neat and professional appearance, Has advanced working knowledge of Windows and Microsoft Office, Expertise in Utilization Management/Utilization Review, Working knowledge of URAC/NCQA standards, HEDIS, Excellent communication, problem solving and decision making skills, Extensive knowledge of CMS, Home Health regulations including OASIS/OASIS-C, coding and Plan of Care (485) requirements.

Authorized to work in the US for any employer

Work Experience

RENAL NURSE NAVIGATOR: RN CASE MANAGER

WELL MED/ OPTUM/ UNITED HEALTH GROUP - San Antonio, TX

December 2020 to Present

- Provide a complete continuum of quality care through close communication with members via in-person or on-phone interaction
- Travel to complete in-home visits or visit members in other locations
- Travel to participate in care planning in facilities & provider offices
- Use nursing assessment skills to identify medical, behavioral, social determinates of health gaps or barriers in treatment plan
- Provide condition education, conduct medication reviews, assist with advance planning, and connect to community resources

- Demonstrate ability to establish trusting relationships with members & caregivers and identify innovative strategies to improve and maintain engagement
- Participate in interactions with program Medical Directors, treating providers and community resources
- Complete in- patient & post-discharge visits to ensure that discharged members receive the necessary services and resources to focus on reducing readmissions
- Documenting and track findings; strong computer and software navigation skills are critical
- Complete and maintain field-based safety trainings

RN Virtual Clinician (Remote)

Vault Health - New York, NY

April 2020 to December 2020

- Assists patients by remote clinical support for Covid-19 collection and processing
- Provides clinical documentation as it relates to Covid-19 specimen collection
- Provides patient screening; collecting history and physical for patients with suspected or confirmed Covid-19 infection/exposure
- Provides patient education regarding Covid-19 signs and symptoms, Covid-19 testing procedures, and measures to prevent to spread of Covid-19 infection
- Provides telephonic Nursing Care as per Texas ad NLC practice Act
- Delivers health care management, coordination of care and, services provided via telecommunications technology

Office Based/Visit RN

Community Options - Corpus Christi, TX

April 2020 to May 2020

- Participated in the admission of new residents to assigned homes.
- Developed plans to guarantee that the medical and healthcare needs of the residents are met and ensures the appropriate medical follow-up.
- Reviewed lab work and coordinates annual physical exams and care with clinics, outside physicians, and hospitals.
- Provided special instructions to resident and home staff related to medical diagnosis, allergies, diet, etc., and is available for ongoing consultation to staff regarding medical problems and healthcare.
- Clarified/reconciled medication orders and contact physician to review consumer's status and medication plans.
- Participated in quarterly and Annual Individual Plan (IP) meetings for assigned participants.
- Created and distribute Individual Plan Medical/Health Reports detailing participants' general health, health care goals, and physician recommendations for each participant.
- Provided documentation regarding individual's health status for various support people.
- Made referrals for needed medical services and ensure that follow-up care is pursued.
- Provide quarterly in-service training for support staff.
- Advised supervisor of all concerns and/or issues related to the provision of nursing services.
- Followed strict OSHA procedures regarding blood borne pathogens.

Case and Disease Management Registered Nurse Case Manager

Driscoll Health Plan - Corpus Christi, TX

December 2019 to March 2020

Case and Disease Management RN Case Manager

Driscoll Health Plan-Corpus Christi, TX

December 2019 to Present

- Facilitates clinically appropriate and fiscally responsible patient care through communication with the treating physicians, and all other members of the health care team.
- Communicates with members and their support systems, as well as other healthcare providers.
- Applies plan benefits consistently for each line of business.
- Provides ongoing oversight, availability and monitoring of non-clinical staff activities.
- Identify members with special health care needs for possible disease management programs available within the plan.
- Negotiates with vendors when necessary for services/equipment.
- Ensures appropriate referrals/authorizations to agencies, assistance programs, physicians and other healthcare related programs are completed within established turnaround times.
- Coordinates appropriate Community/health agency referrals.
- Reports, as appropriate, potential adult/elder/child abuse cases to appropriate agency and coordinate with Driscoll Health Plan (DHP) Social Workers.
- Collaborates with physicians, social workers, nurses, and other multidisciplinary team members as appropriate to obtain optimal outcomes for members.
- Assesses a member's needs and social support network.
- Completes documentation about a member's case management plan of care, progress toward meeting care goals, outcomes, care reports, etc. Managing a member with one or multiple chronic illnesses such as heart failure, diabetes, bipolar disorder, and dual diagnosis.
- Conducts a case conference to resolve disagreement and/or clarify a plan of care as needed.
- Serves as the expert resource regarding reimbursement and clinical practice issues.
- Participates in health plan's performance improvement activities.
- Accepts other assignments from management as requested and complies with basic management principals of delegation.
- Adheres to departmental and health plan policies.
- Completes prospective review for discharge planning and prior authorizations for outpatient surgical procedures in accordance with plan-approved evidenced based criteria, guidelines, and policies.

Service Coordinator I -RN

Driscoll Health Plan - Corpus Christi, TX

April 2019 to December 2019

- Administers the STAR Kids assessments at the time of enrollment, annually, a change of condition, and when requested to assess the member's overall needs across all disciplines and utilizes the assessment to drive the ISP (individualized service plan) that supports service coordination
- Assesses all member needs, ensuring timely community-based Long Term Services and supports (LTSS), to prevent, delay, or reduce the progression of chronic conditions and the need for institutionalization
- Facilitates clinically appropriate and fiscally responsible patient care and resource management through communication with members, member's families, and physicians, while promoting quality and cost-effective interventions and outcomes
- Works with Health Homes and high volume primary care providers to assist with coordination of STAR Kids member's needs
- Coordinates with all STAR Kids waiver programs
- Enrolls members in disease management and monitors and documents outcomes
- Negotiates with vendors when necessary for services/equipment
- Ensures thorough knowledge of STAR Kids contract and meets all Service Coordination contract requirements

- Completes documentation about a member's service coordination plan of care, progress towards meeting care goals, outcomes, case reports, etc.
- Coordinates the member's intake process by reviewing the physician's orders, confirming eligibility, benefits, and coordinating the completion of all associated paperwork while orienting members and family to Managed Care Service Coordination
- Coordinates care and efficient utilization of health care resources for patients identified in the STAR Kids program through communication with other members of the health care team, including physicians, social workers, nurses, and other multidisciplinary team members as appropriate to obtain optimal outcomes for members.
- Develops the ISP (Individualized Service Plan)
- Provides the member with initial and ongoing assistance identifying, selecting, obtaining, coordinating, and using services and supports to enhance the members wellbeing, independence, integration into the community, and potential for supportive employment

Registered Nurse Chronic I DaVita Dialysis Clinic

DaVita - Corpus Christi, TX

November 2018 to April 2019

- Greeting patients, performing patient assessments before and after dialysis treatments, reviewing dialysis orders, note physical and mental condition of patients through observation and interviews, document data to determine compliance to dietary or medication regime, review lab work, and work with team to develop patient care plans.
- Initiate and administer hemodialysis treatment via central venous catheters, A-V grafts and fistulas, administer IV push, IV, intradermal, and PO medications, fluid therapy, blood products.
- Employed in a fast paced environment working directly with a multidisciplinary team of Physicians, RNs, Case Managers, LVN, MSW, O. T's, P.T.'s.

Pediatric RN Case Manager

National Nursing & Rehab, Inc - Corpus Christi, TX

December 2016 to August 2017

Performed pediatric home visits in the community for STAR Kids program administering SAI assessments

- Responsible for practicing nursing within guidelines of the RN Practice Act, Texas Department of Health and other federal regulatory commissions for home care
- Participate in the assessment, evaluation and planning of patient care
- Revised necessary plans to include completion of all 485's/Plan of Care (using Kantime System) with each start of care and subsequent re-certification
- Ensured accuracy and submitted timely as per agency policy and procedure
- Ensured competent skilled nursing care in the home environment, i.e. administration of medications, provides central venous catheter care, administers IM, SUB-Q, IV, and intradermal medications and injections, and administers quality care under physician orders and according to policies
- Administered nursing care as ordered by the nursing care plan and physician orders
- Use proper techniques in performing direct patient care which requires substantial and specialized nursing skills and are consistent with scientific principles, Agency policy and procedures, accepted standards of care, and review body regulations and requirements
- Teach and support client and caregivers in the identification of physical, psychological and safety needs of the clients
- Evaluated the care and progress of clients and appropriately collaborated with the Administrator/ Designee

- Assisted client and care giver in providing and maintaining a safe environment in the home setting
- Consistently instructed clients in health practices promoted comfort and quality of life
- Coordinated with client, payers, and staff to provide adequate supplies in the home environment to meet patient care needs
- Participated in orientation of new employees and staff development and continually promotes interdisciplinary client care by utilizing resource personnel when appropriate
- Assessed and made appropriate referrals to other team members for client when necessary
- Coordinated all facets of assigned clients care planning and plan of treatment
- Notified physician of changes in patient condition and changes required in plan of treatment, at assessment and before re-certification

RN Case Manager

Absolute Caregivers - San Mateo, CA

February 2013 to November 2016

- Oversaw/Supervised RN Case managers and LVNs
- Responsible for daily charting/documentation using Kinnser.net software in OASIS-C format with Extensive knowledge of CMS Home Health regulations including OASIS, coding and Plan of Care requirements
- Developed P.O.C. that corresponds with the physician's orders through assessment of patient's needs, condition, and environment
- Updated plan of care regularly as necessary and documents this care following Agency procedures
- Responsible for the delivery of competent, quality patient care in the home
- Maintained an ongoing responsibility for assigned caseload
- Responsible for the implementation and evaluation of individual patient plan of care
- Maintained communication with Case Managers, Staff Coordinator and Director of Home Care Services, Provided teaching and counseled both patient and family
- Provided skilled nursing care that conforms with Agency patient care and general medical policies
- Regularly conducted Case Care Conferences

Director of Staff Development

Absolute Caregivers - San Mateo, CA

March 2009 to February 2013

- Director of Staff Development and analyzed training needs to develop new training programs or modify and improve existing programs.
- Conducted or arranged for ongoing technical training and personal development classes for staff members
- Worked with management and conducted surveys to identify training needs based on projected production processes, changes, and other factors
- Developed testing and evaluation procedures
- Evaluated instructor performance and the effectiveness of training programs, providing recommendations for improvement

Licensed Vocational Nurse Masonic Home

Adults - Union City, CA

July 2008 to March 2009

- Interviewed patients and recorded medical/personal information on patient records
- Assisted in controlling patient flow, explain clinic procedures and prepare patients for exams

- Drew blood samples, test urine, screen vision and hearing, take and record vital signs, heights and weights to assist with patient screening as needed
- Assisted with follow up on abnormal test results and missed appointments by telephone and apartment/room visits: Performed Daily Rounds
- Under the orders of the physician, administered vaccine and other prescribed medications according to Pharmacy Regulations
- Assisted with clerical tasks such as daily/monthly reports and patient record processing
- Reviewed patient record forms for accuracy and completion
- Provided information by teaching in-services and counseling patients
- Assisted in orienting new staff, nursing students and nurse volunteers

Licensed Vocational Nurse

NURSES UNLIMITED - Lathrop, CA

December 2006 to July 2008

- Performed assigned responsible patient care, utilizing specialized knowledge in the techniques, methods, procedures, and equipment required in support of the professional staff.
- Observed, recorded and reported unusual conditions or behaviors. Took and recorded blood pressure, temperature, pulse, and respiration.
- Administered medications as prescribed by physicians. Monitored flow of intravenous therapy. Performed various types of catheterizations and irrigations. Provided for the safety, emotional, and physical comfort of adult and pediatric patients.
- Performed tasks as per LVN practice act as floater between 9 facilities (sub-acute and acute care) in the Central Valley area.

Education

Bachelor's in Nursing in Nursing

BSN Chamberlain College of Nursing - Addison, IL

November 2019 to June 2021

Master of Science in Healthcare Administration in Healthcare Administration

Trident University International - Cypress, CA

July 2014 to October 2015

Bachelor of Science in Health Science in Health Science

Trident University International - Cypress, CA

February 2010 to March 2014

Associate of Science in Nursing in Nursing

Unitek College of Nursing - Fremont, CA

March 2011

Nursing Licenses

RN

Expires: May 2023

State: TX

Skills

- Pediatrics
- Case management
- Utilization review
- Healthcare management
- Healthcare
- Customer Service
- Home Health
- Medicaid
- Social Service
- Supervising Experience
- Compliance Management
- Front Desk
- budget
- Strategic Planning
- Marketing
- Powerpoint
- Word
- training
- Epic Super User (3 years)
- Nursing
- Nurse Management
- Utilization Management
- Managed Care
- NCQA Standards
- Experience Administering Injections
- NCQA Standards
- Nursing
- Triage
- Six Sigma
- Utilization Management
- Nurse Management
- Managed Care
- HEDIS
- Medical Records
- Medication Administration
- Program Management

- EMR Systems
- Hospital Experience
- Dialysis Experience
- Employee Orientation
- Catheter Care
- Insurance Verification
- HIPAA
- Home Care
- Documentation Review
- Quality Assurance
- ICD-10
- Patient Care
- Vital Signs
- Workday
- Leadership
- Data collection
- Windows
- Hospice Care

Certifications and Licenses

CMCN- Certified Managed Care Nurse - American Association of Managed Care Nursing

October 2019 to October 2022

The American Association of Managed Care Nurses (AAMCN) recognizes the CMCN designation as certification for managed care nurses. The American Board of Managed Care Nursing (ABMCN) administers and monitors the examination and the credential.

CCM- Certified Case Manager

December 2019 to November 2024

The CCM® credential means that case managers are committed to uphold the highest professional and ethical standards. To maintain certification, Certified Case Managers must comply with the Code of Professional Conduct for Case Managers, which is enforced by the CCMC.

The CCM is the largest, oldest and most highly valued credential for case managers. Long recognized by accreditation organizations as a proxy for workforce readiness, its value has expanded as health care evolves to a more patient-centric, coordinated model of care.

The CCM is prized as the mark of case manager excellence, across all health care and health management settings. The CCM is the Exclusive health care case manager credential endorsed by the National Association of Social Workers and the Case Management Society of America

Lean Six Sigma White Belt

May 2019 to Present

Six Sigma White Belt is the basic level of certification that provides you information about basic concepts of Six Sigma. White Belts can not only assist with change management within an organization, but they can also participate on local problem solving teams that support projects.

Registered Nurse (RN)

February 2013 to May 2023

Texas Board of Nursing, Multi State RN License (Compact RN License)

Licensed Vocational Nurse

December 2006 to November 2016

BLS Certification

Compact State Nurse License

Assessments

Nursing Skills: Patient Focus & Orientation — Highly Proficient

February 2019

Measures a candidate's ability to address concerns and use sensitivity when responding to needs and feelings of patients.

Full results: [Highly Proficient](#)

Nursing Skills: Clinical Judgment — Highly Proficient

March 2019

Measures a candidate's ability to assess a patient's condition and implement the appropriate medical intervention.

Full results: [Highly Proficient](#)

Home Health Aide Skills — Highly Proficient

April 2020

Providing care to patients in a home setting.

Full results: [Highly Proficient](#)

Nursing Skills: Clinical Judgment — Highly Proficient

April 2020

Assessing a patient's condition and implementing the appropriate medical intervention.

Full results: [Highly Proficient](#)

Management & Leadership Skills: Planning & Execution — Proficient

November 2020

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.