

Amanda Hertzell

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Dedicated Health industry professional with demonstrated strengths in customer service, time management and trend tracking. Experienced at troubleshooting complex case management issues and building successful solutions.

Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

Case management and Utilization review is my passion. I find the career to be rewarding and fulfilling. I am grateful for, and look forward to starting my work day and tackling difficult tasks at hand. I will stay on top of demands in fast-paced environments with efficiency. I take a proactive approach to patient focused care.

My experience brings 13 years of diverse health care environments; Nurse Case Manager on a fast paced surgical floor, RN Case Manager for a Home Health agency, Home Health Liaison, Nurse Manager of a SNF, and as a Work Compensation Nurse Case Manager. I have trained in Oasis charting, MDS charting and Utilization Review, am familiar with Interqual & Mekesson and the Minnesota Treatment Parameters as related to MCO and Non MCO work comp insurances.

Authorized to work in the US for any employer

Work Experience

Telephonic Case Manager 2

CorVel Corporation - Minneapolis, MN

June 2021 to Present

- Utilization review and management
- Medical Case Management
- Review of Medical notes to confirm medical necessity of treatments and certify care.
- Coordinate care for injured worker
- Review the work abilities, work with the Employer and physician to return the worker to work safely with or without restrictions.

Care Transition Coordinator/Home Health Liaison

Ascension Home Health together with Compassus - Neillsville, WI

November 2019 to Present

- A liaison to facilitate the transition from acute care to the home with home health services. Working closely with the case management staff, MD's and other disciplines to incorporate all the patient will need in the home to have a safe and successful discharge, and decrease the risk of possible re-admission to acute care.
- Verify and obtain appropriate MD orders to be in compliance with Medicare regulations.
- Verify insurances information and facilitate the authorization process.
- Maintained comprehensive and secure patient histories outlining conditions, interventions and progress notes.

- Helped the home health team handle high-volume work by prioritizing patient cases.
- Collaborated with team members to meet daily demands and handle challenging projects.
- Coordinated health team duties to promote comprehensive care and continuity of services.
- Completed and updated clinical records in HCHB, maintaining compliance with all patient privacy protocols.

Case Manager

Marshfield Clinic Health System - Marshfield, WI

November 2017 to Present

- Anticipated individual patients' discharge issues and implemented proactive resolutions.
- Determined eligibility for services based on personal interviews and in-depth reviews of medical histories.
- Facilitate IDT rounds on the patients daily with disciplines that are involved in the care of the patient.
- Took initiative to improve handling of difficult cases through a proactive approach rather than re-active.
- Recognizing and providing the appropriate documentation to insurance companies in order to confirm appropriately bill able needed services.
- Developed appropriate care plans based on current standards of practice and facility guidelines.
- Continually striving for reduced length of stay by anticipating any barriers to safe discharge of the patient.
- Reaching out to family members, community support services and any established support system the patient has prior to hospitalization to incorporate the services into the disposition planning for that patient and to provide individualized plan of care.
- Contributed to decreasing re-hospitalization rates through effective patient relations, education, and discharge planning.
- Optimized workings of interdisciplinary care team by reviewing utilization and treatment effectiveness.
- Met long-term needs by coordinating program referrals and community-based services.
- Facilitated key communication between individuals, insurance providers, and service staff.
- Helped the Medical Social Workers locate resources to fulfill patient social needs.
- Met financial needs by determining service requirements and tapping into available support networks.

Home Health Registered Nurse Case Manager/ Transitioned to Home Health Liaison

Ascension at Home - Marshfield, WI

January 2014 to November 2017

- Coordinated health team duties to promote comprehensive care and continuity of services.
- Performed patient assessments and communicated results to physicians and care team.
- Utilized modalities and procedures with knowledge of common contraindications related to age and diagnosis.
- Delegated and supervised patient care duties performed by LPNs, Home Health Aides, and students.
- Reported patient hospitalizations, discharges, and physician appointments to notify care team.
- Modified patients' treatment plans as indicated by patients' responses and new physician orders.
- Contributed to team efficiency, optimal patient flow, and accuracy in treatments by maintaining accurate and detailed reports and records.
- Delivered evidence-based, cost-effective care to every patient based on extensive experience in home health care.
- Resolved or reduced patient symptoms with intramuscular, intravenous and oral medicines.
- Enhanced patient outcomes through careful monitoring of conditions and comprehensive support.
- Stabilized patients during emergencies with first aid and life support care.

Nurse Manager

Atrium Post Acute Care - Marshfield, WI

January 2008 to January 2014

- Coordinated smooth admissions, discharges, and transfers by handling paperwork and delegating assignments.
- Maintained facility compliance with detailed documentation covering care plans, actions, and incidents.
- Identified and addressed care deficiencies, proactively improving care for all patients at the skilled nursing facility.
- Trained, directed, and monitored nursing and support staff and evaluated performance.
- Coordinated effective interdepartmental collaboration through open communication between medical staff.
- Protected patient data with secure records management system.
- Met coverage demands by establishing work schedules and assigning specific jobs.
- Increased efficiency of care through in-depth evaluations of current nursing practices and care delivery approaches.
- Directed, supervised, and evaluated work activities of the staff nurses and CNA personnel.

Education

Associate of Applied Science in Nursing

Chippewa Valley Technical College - Eau Claire, WI

December 2011

Nursing Licenses

RN

State: CA

RN

Expires: February 2024

State: WI

RN

Expires: July 2023

State: MN

Skills

- Case management
- Interqual
- Hospital Experience
- Utilization review/preauthorization
- Nurse Management
- Nursing

- Home Care

Certifications and Licenses

BLS with the American Heart Association

AED Certification

CPR Certification

Assessments

Case management & social work — Proficient

April 2021

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Proficient](#)

Electronic health records: Best practices — Highly Proficient

April 2021

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

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