

Adrienne Hite

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- Dedicated registered nurse with exceptional clinical and patient communication skills. Known for the ability to quickly and effectively discern needs, solve problems, and strengthen relationships with a high volume of diverse patients and family members while maintaining a composed, diplomatic, and helpful demeanor.

Proven ability to quickly establish rapport with patients and medical staff.

Demonstrates perseverance, compassion, and attention to detail. Technically proficient in Agent Workspace, Care Advance, FACETS, Microsoft Office, and electronic medical records.

Work Experience

Inpatient Care Manager (Medicaid, Medicare, DSNP)

UNITED HEALTHCARE/ OPTUM - Memphis, TN

August 2021 to Present

- Perform utilization and concurrent review of inpatient cases using Interqual criteria
- Conduct clinical chart assessments.
- Discuss cases with treating physicians and other healthcare professionals to better understand plans-of-care.
- Participate in rounds with the Medical Director and discussing cases as needed
- Determine need, if any, for intervention and discussing with Case Managers and physicians
- Identify and evaluate delays in care
- Initiate a discharge planning and readmission prevention plan
- Approve bed days for inpatient cases (when applicable)
- Gather clinical information to assess and expedite care needs
- Consult with the Medical Director as needed to troubleshoot difficult or complex cases

Medical Case Manager (Blue Care- Medicaid/ Federal Employee Program)

BLUE CROSS BLUE SHIELD OF TENNESSEE - Memphis, TN

November 2017 to September 2021

- Performs comprehensive transportation request reviews, potential misrepresentation referrals, provider and member appeals, denial interpretation for letters, retrospective claim review, special review requests, and UM pre-certifications and appeals, utilizing medical appropriateness criteria, nursing judgement, and contractual eligibility.
- Collect in-depth information regarding requests for transportation from BlueCare members and assess needs.
- Identify members that can benefit from re-direction to closer PAR providers and locate those who can see the member in a timely manner. Establish goals of moving care to closer providers within a given time frame while taking into consideration the member's needs.
- Overseeing Maternity, High Risk OB, and highly complex and chronic cases identified through various mechanisms to ensure effective implementation of interventions, and to ensure efficient utilization of benefits

- Performing the essential activities of case management: assessment: planning, implementation, coordinating, monitoring, outcomes and evaluation.
- Conduct a thorough and objective evaluation of the client's current status including physical, psychosocial, environmental, financial, and health status expectation.
- As a client advocate, seek authorization for case management from the recipient of services (or designee).
- Assess resource utilization and cost management; the diagnosis, past and present treatment; prognosis, goals (short- and long-term).
- Identify opportunities for intervention.
- Set goals and time frames for goals appropriate to individual.
- Collaborate with members, providers, and internal teams.
- Maintain requirements of documentation and caseload as reflected in audits to meet compliance with quality standards.

Registered Nurse (PRN)

METHODIST GERMANTOWN HOSPITAL - Germantown, TN

January 2012 to September 2021

- Delivers responsive, compassionate, patient-centered care daily to up to 7 women following child birth on a 46-bed Postpartum unit.
- Increased unit percentage of Breastfeeding Initiative scores by assisting patients with lactation concerns and breastfeeding.
- Administration of intravenous hydration therapy, synthetic oxytocin, and antibiotics.
- Provides education on postpartum care and importance of follow up appointments for patient and baby.
- Assesses mothers for postpartum depression.
- Assists NICU mothers with bonding, breast pump use and delivery of breast milk to baby on NICU unit.

Registered Nurse Clinician

(Blue Care- Medicaid)

May 2017 to November 2017

- Performs comprehensive pre-existing reviews, potential misrepresentation referrals, provider and member appeals, denial interpretation for letters, retrospective claim review, special review requests, and UM pre-certifications and appeals, utilizing medical appropriateness criteria, nursing judgement, and contractual eligibility.
- Performs thorough research and provides complete documentation for rationale to support determinations as well as specific written instructions regarding additional information necessary to complete the review.
- Performs or participates in special studies or projects/pilots as directed by departmental management.
- Cross functional and accomplished in all ancillary review functions.
- Seek the advice of the Medical Director when medical judgment is required.
- Interact with Onsite and Case Management areas to ensure smooth transfer of member information across the continuum of care.
- Apply established vendor protocols for authorization processes
- Ensures authorizations are compliant with applicable regulatory / accrediting agencies (Grier, NCQA, URAC, EPSDT, and / or Newberry Consent Decree
- Coordinates review of problem cases such as medical management, legal issues, claims, and claims requiring physician reviews

Registered Nurse

REGIONAL ONE HEALTH- UROGYNECOLOGY - Memphis, TN

October 2016 to May 2017

- Provides professional nursing care to Urogynecology patients utilizing the nursing process to assess, plan, implement and evaluate ambulatory patient care.
- Coordinates all diagnostic tests and procedural treatments between patient and physician.
- Counsels patients on medications and procedures.
- Telephone Triage with patients regarding patient medications, treatments and test results.
- Assist with Urogynecological clinical procedures and patient recovery.

Registered Nurse Case Manager

SEDGWICK CMS - Memphis, TN

November 2015 to October 2016

- Performs thorough reviews of all documentary evidence, including investigative reports to authorize medically necessary treatments through utilization review.
- Manages up to 85 injured employee cases to advocate for the employees' medical needs and educate employees on the employee's role in the recovery process.
- Initiates interviews with employers, injured workers and medical providers to arrange services to be provided and identify compliance with medical treatments and restrictions.
- Completes outbound phone calls to provider offices and ancillary facilities to obtain pertinent medical records and work statuses for injured workers.
- Collaborates with claims adjusters to correlate plans in order to facilitate safe return to work for employees.

Registered Nurse

METHODIST UNIVERSITY HOSPITAL - Memphis, TN

November 2010 to January 2012

- Direct care of up to 6 oncology and post-operative surgical patients on a 23-bed Cancer Center unit.
- Certification in the knowledge, calculation and administration of chemotherapy.
- Administration of blood products and electrolyte replacements.
- Assessments of patients, charts, orders and lab values to apply appropriate measures.

Education

Bachelor of Science in Nursing

UNIVERSITY OF MEMPHIS: LOEWENBERG SCHOOL OF NURSING - Memphis, TN

August 2010 to August 2010

Skills

- Dedicated registered nurse with exceptional clinical and patient communication skills. Known for the ability to quickly and effectively discern needs, solve problems, and strengthen relationships with a high volume of diverse patients and family members while maintaining a composed, diplomatic, and helpful demeanor. Proven ability to quickly establish rapport with patients and medical staff. Demonstrates perseverance, compassion, and attention to detail. Technically proficient in Agent Workspace, Care Advance, FACETS, Microsoft Office, and electronic medical records.
- Interqual

- Utilization Management
- Case Management
- NCQA Standards
- Nursing
- Medication Administration
- Managed Care
- Hospital Experience
- Patient Care

Certifications and Licenses

Certified Case Manager

RN License

BLS Certification

AHA Certification

NRP Certification