

# Nekeisha Basko

Snellville, GA 30039

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Experience as a Medical surgical/Telemetry nurse, Certified Case manager with medical review experience. Ability to quickly learn and master new skills, equally successful in both team and self-directed settings with proficiency in a range of computer systems.

## Work Experience

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### **RN Care Manager**

Included Health - Remote

February 2022 to Present

- As part of a multidisciplinary care team, responsible for assisting patients diagnosed with complex illnesses, recovering from a traumatic clinical event, or managing multiple clinical co-morbidities.
- Formulates and implements a care management plan that addresses the patients identified needs by assessing the patient/family needs, issues, resources and care goals; determining the choices available to individual patients; educating the patient/family on the choices available.
- Responds to incoming calls in a timely, professional manner and triages (as appropriate) to address and/or support the needs of the caller.
- Coordinates and collaborates with providers, the medical directors, nurses, social workers, and other Healthcare professionals to evaluate and address patient needs.

### **Telephonic Nurse Case Manager**

United Healthcare

April 2013 to February 2022

- Working as a Telephonic Case Manager to provide quality care to our members. Responsibilities include care management, assessing, planning, implementing, and coordinating care to empower people with the information, guidance and tools they need to make personal health choices and decisions. Telephone triage to provide appropriate medical advice. Providing medication education to patients and their caregivers.
- Complete High cost claim review for managers based on inpatient utilization risk with referral to medical director as needed to facilitate care and treatment plan.
- Claim review to determine the denial reason and medical necessity to coordinate with Interdisciplinary team.
- Work with inpatient case managers to assist with discharge planning

### **Registered Nurse**

Northside Hospital

June 2016 to November 2017

- Worked as a Registered nurse on the Medical Surgical unit.

## **Registered Nurse**

Dekalb Medical Hospital

April 2012 to April 2013

- Provided high standards of nursing care for a diverse population of patients, ranging from young adult to geriatrics in the Medical Surgical and Telemetry field.

## **Registered Nurse**

Cleveland Clinic Hospital

May 2009 to February 2012

- Provided care as a Medical-Surgical Nurse
- Ensured high quality and safe patient care using evidence-based practice, performance improvement, and service excellence.

## Education

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### **Master of Science in Nursing**

Walden University - Minneapolis, MN

November 2015

### **Bachelor of Nursing in Nursing**

South University-West Palm Beach - Royal Palm Beach, FL

November 2008

## Nursing Licenses

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### **RN**

Expires: January 2023

State: GA

## Skills

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- Ongoing commitment to continue developing Professionally to promote quality improvement of patient-centered care in accordance with professional practice standards that transform health outcomes for diverse populations.
- MS Project
- MS Visio
- MS Office
- MS Excel
- MS Access
- MS PowerPoint
- MS Publisher
- ISET
- IBAAG
- ICUE

- HSC
- ECAA
- Evicore.
- Nursing
- Case Management
- Hospital Experience
- Organizational Skills

## Certifications and Licenses

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### **RN**

#### **BLS for Healthcare Providers**

February 2021 to February 2023

#### **BLS Certification**