**Jennifer R. Prescott**

Land O Lakes, FL 34637 ⏐ 603-340-2017 ⏐ 93prescott@gmail.com

**Certified Case Manager**

Patient-focused and resourceful Certified Case Manager with a solid working knowledge in coordinating transitional patients into new residencies, setting up at-home care, and working with external partners such as nursing facilities to receive new patients. Centralize focus on patient advocacy by communicating with patients and families on the available options to accommodate specific needs. Possess expertise in discharge planning, utilization reviews, documentation, financial planning, insurance verification, and explanation of benefits as they apply to services.

**Areas of Expertise & Technical Skills**

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| --- | --- | --- |
| * Long-Term Care Coordination
* Case Management
* Patient Advocacy
* Needs Assessment
 | * At-Home Medical Care
* Documentation / Record-Keeping
* Written / Oral Communication
* Provider-Client Liaison
 | * Productivity / Efficiency
* Social Services
* Preventive Care Education
* Care Planning / Goal-Setting
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**Professional Experience**

**LIFE COPING, INC.,** Nashua, NH 2005 - 2019

**Case Manager**

Spearheaded program placement and care coordination for chronically ill adult and elderly patients and proficiently managed a case load of up to 50. Prioritized client safety and healthcare while working with medical professionals and setting up in-home visits to support various client needs and restrictions. Advanced client experiences by working with them on financial planning, explaining details of public insurances, and addressing any questions or concerns.

*Additional Key Contributions:*

* Integral in managing multiple programs including NH Medicaid Choices for Independence (CFI).
* Optimized outcomes and consistency by initiating support plans and communicating goals across all lines.
* Improved overall patient safety and quality of life by sourcing for equipment and home modification services.
* Utilized LTC and case management expertise to work with clients at the MS Society on private cases.

**HEALTHSOUTH HOSPITAL - ACUTE INPATIENT REHABILITATION,** Concord, NH 2002 - 2005

**Case Manager**

Served as the driving force behind high-quality healthcare and attentive treatment planning by streamlining open lines of communication between managed care insurers and clients to set goals. Acted as a patient advocate and priotized clients’ personal objectives to accommodate their needs. Exemplified dexterity in aligning in-home and outpatient care services and articulately relayed the details of discharge plans. Hosted meetings to maintain clarity and consistency.

*Additional Key Contributions:*

* Executed utilization reviews; maintained pristine records and handled sensitive information with discretion.
* Secured and sustained mutually beneficial working relationships with a wide variety of medical personnel.
* Conducted in-depth interviews and assessments to verify that care plans encompassed customized treatment.

*Additional Work History:*

**Case Manager**, Community Bridges, Bow, NH (2 years): Served adults with developmental disabilities.

**Social Worker**, Genesis Eldercare – Pleasant View Center, Concord, NH (6 years): Served nursing home and skilled level rehabilitation clients.

**Education & Certifications**

**Bachelor of Arts**, Psychology, University of New Hampshire, Manchester, NH

*Certified Care Manager, CCM*

*Technology: Microsoft Office Suite (Word, Excel), Outlook, Electronic Medical Records*