

*“I love communicating with beneficiaries to give them hope and help.”*

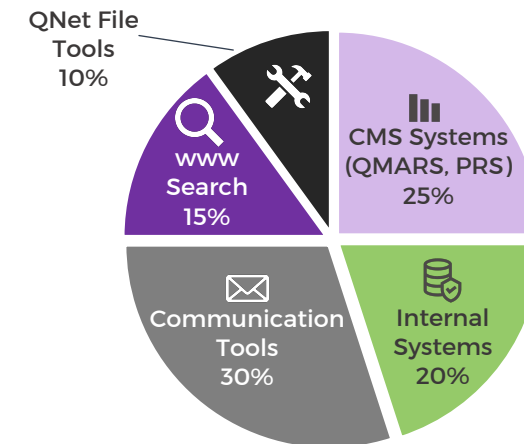


**LOCATION:** Las Vegas, NV  
**AGE:** 27  
**JOB TITLE:** Patient Coordinator  
**JOB LEVEL:** entry level leadership  
**EDUCATION:** High School  
**TECHNOLOGY:** novice savvy

## MAJOR ACTIVITIES



## TOOLS



## MY STORY

I've gained more responsibility at my company over the six years I've worked here. I manage our call center, run reports, and ensure the team can securely access CMS programs. I assist call center reps with intakes, appeals, medical records, and closeouts.

I work the early shift and I also work weekends, so I have two weekdays off. I am a mom of 5 and appreciate the work flexibility! Work is usually busy at the beginning and ending of the year. There are not too many challenges but sometimes we get some difficult callers - we speak to patients, providers, and managed care plan representatives.

## FRUSTRATIONS

- Duplicative staff data entry because local systems require greater detail and different mapping from CMS systems (e.g., QMARS)
- CMS helpdesk does not resolve deadline-driven problems in a timely way
- CMS employees do not always use the same QNet tools, which creates inefficiencies
- Hard to stay connected with other QIIN QIOs
- Because of COVID, nursing home providers are not responsive to our inquiries for data
- Not enough communication, training and context for using required QNet tools and services
- CMS does not always have clearly stated goals, or they change

## MOTIVATIONS

- Wants to solve problems for patients, providers, and managed care plan representatives
- Responsiveness and timely deliverables to CMS
- Planning for “what if” risk management scenarios

## RELATED JOB TITLES

Health Informatics Solutions Coordinator  
Healthcare Project Manager  
Patient Advocate  
Call Center Manager

## TOUCHPOINTS

