

Brenda Rodriguez

Case Manager - New York Psychotherapy & Counseling Center

New York, NY

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347-797-7213

Authorized to work in the US for any employer

Work Experience

Case Manager

New York Psychotherapy & Counseling Center - Bronx, NY

2014 to Present

Conducted telephone prescreening interviews with referral sources and self-referred clients.

Verified insurance coverage to determine client eligibility.

Conducted phone and mail outreach, in order to schedule initial screening appointment.

Entered scheduled appointments into the electronic medical record.

Answered questions regarding clinic services and patient eligibility.

Receptionist/Information Clerk

New York Psychotherapy & Counseling Center

2011 to 2014

Answered, screened and forwarded calls, providing information, taking messages and re-scheduling doctor appointments.

Greeted persons entering establishment, determined nature and purpose of visit and directed and escorted them to doctor's offices.

Performed administrative support tasks such as collecting client referral information for case management department, medication preauthorization and interpreting for clients, as needed.

Administrative Assistant

Planned Parenthood - New York, NY

2010 to 2010

to 2010

to 2010

Interviewed patients in order to complete documents, case histories, and forms such as intake and insurance forms.

Scheduled and confirmed patient appointments.

Assisted Nurse by checking and recording patient vitals, as needed.

Psychiatric Emergency Room Registrar

Bronx Lebanon Hospital Center - Bronx, NY

2000 to 2008

Interviewed patients in order to complete patient demographic information, presenting

problems and insurance information.

Coordinated and reviewed all billing information for accuracy, in order to forward to Accounts Receivables

Maintained tracking system for assigning patient referrals to various outside agencies for patients leaving the Emergency Room.

Monitored and prepared confidential correspondence for attending physicians and medical residents.

Education

G.E.D. in Education in Education

Caliber Training Institute - Bronx, NY

Skills

Spanish