

Richard J. Jobseeker

987 Pine Tree Lane, Tampa, FL 32308
Phone: 564-234-9876 Email: richardjobseeker@comcast.net

Management of Assisted Living Programs

Marketing – Sales – Administration

Successful marketer and administrator of programs for the elderly with strong background in Medicare, Medicaid and related programs. Knowledgeable about services available in the community, including referrals and transportation. Consistently improved services offered and helped clients navigate complex local and national programs. Resolved problems and reduced claim payment times. Worked effectively with attorneys, providers and customers. Outstanding communicator. Primary skills and capabilities include:

- **Administrative Excellence:** Reviewed Department of Health applications, educated consumers and increased the productivity compliance accuracy rate from 91% to 98%
- **Customer Service:** For insurance claims process, worked with customers to understand and fill out form correctly. Decreased payment time by 50%
- **Problem Solving:** For South Florida agency, analyzed slow billing and payment system. Determined the need for on site, technical assistance and enabled a faster process for issuing and receiving payment on invoices

Other Meaningful Skills

- Technical Systems Knowledge
 - Community Services Available
 - Customer Service
 - Work Well With All Constituents
 - Budgets
 - Create Care Plans
 - Resolve Problems
 - Report Writing
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Professional Experience

Department of Children and Families, Tampa, FL

2006 to 2008

Government Operations Consultant

Administered provider performance of all contract terms and conditions. Acted as a primary point of contact with provider. Processed, inspected, reviewed and approved provider invoices. Reviewed and approved contract budget revisions. Evaluated cost and rate analyses. Monitored management and utilization contract budgets. Assisted providers with determining program eligibility status. Analyzed and resolved issues on invoicing reports.

Franklin County School Board, Orlando, FL

2003 to 2006

Middle School Reading Teacher

Instructed students using various teaching methods. Conferred with students, parents and school counselors to resolve behavioral and academic problems at the middle school level.

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Department of Health, Tampa, FL
Medical Disability Examiner

1999 to 2003

Processed initial level disability applications. Obtained medical evidence. Scheduled consultation exams (when necessary). Evaluated medical evidence using Social Security Regulations. Consulted with staff physicians. Prepared rationales to the claimant and for the file.

Area Agency on Aging for North Florida, Inc., Tallahassee, FL
Medicaid Waiver Specialist

1996 to 1999

Enrolled eligible providers, monitored for compliance, provided technical assistance and conducted training on guidelines. Tracked spending authority and reconciled monthly billings through the Florida Medicaid Management Information System (FMMIS). Verified client eligibility and un-enrolled noncompliant providers.

Franklin County Senior Citizens Council, Inc., Carrabelle, FL
Case Manager

1993 to 1996

Provided information and referral regarding aging program services. Assessed clients for eligibility in the Community Care for the Elderly, Medicaid Waiver, and other state and federal aging programs. Managed a caseload of approximately 90 clients. Maintained client records, assessments, case narratives and verification of eligibility.

Previous Employment – Employment in human and social service organizations with a strong focus on elder care, health and disability services

Education and Certifications

Florida State University, Tampa, FL – BS – Business Education

Tampa Community College, Tampa, FL – Paralegal and Medical Terminology

State of Florida – Life, Health, Variable Annuity Insurance Broker License