

CANDACE N. DEAN-KHATIB

Behavioral Health Professional • Records Management • Forensics Concentration

CONTACT

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TX / MA / NH
Texas Notary Public

EDUCATION

M.S. Clinical Psychology

Starting April 20, 2026
Commencing April 20, 2026

B.A. Psychology

Forensics Concentration
Southern New Hampshire Univ.
Completed March 2026

President's List
Summer 2021 | Summer 2025
Honor Roll
9 terms, 2021–2026

CERTIFICATIONS

Notary Public – Texas

Expires Jan 2028

BLS / AED Certified

Expires Aug 2028

Data Literacy in Psychology

SNHU, Nov 2025

Anxiety & Related Disorders

APA via Coursera, Jan 2026

Disorders Related to Trauma

APA via Coursera, Jan 2026

Intro to Certified

Professional Billing (CPB)
AAPC via Coursera, Jan 2026

Social & Behavioral Research

CITI Program, Aug 2024
Expires Aug 2027

CORE COMPETENCIES

PROFESSIONAL SUMMARY

My passion centers on behavioral health and its impact across both educational and healthcare settings. I am seeking roles that allow me to bridge advocacy, support, and system-level understanding to improve emotional and mental well-being. My focus is not just on knowledge, but on using that knowledge to advocate, educate, and strengthen the communities I serve.

PROFESSIONAL EXPERIENCE

Crisis Counselor

Feb 2025 – Present

Crisis Text Line • Remote

- Conduct real-time suicide risk assessments and co-develop individualized safety plans using evidence-based, trauma-informed frameworks.
- Maintain HIPAA-compliant documentation across concurrent high-acuity contacts in a law enforcement-partnered crisis environment.
- Coordinate with emergency services, mobile crisis units, and community mental health resources, exercising sound clinical judgment under pressure.
- Model ethical decision-making, professional boundaries, and cultural humility in every contact, consistent with graduate-level BH standards.

Senior Underwriter III

Apr 2024 – Jul 2025

Medicare AARP Optum Health • Remote

- Managed complex CMS-regulated documentation and multi-state compliance datasets ensuring federal audit-readiness.
- Reviewed and adjudicated legal contracts, reimbursement structures, and regulatory submissions with high accuracy.
- Executed year-end reconciliation of high-value accounts and collaborated with legal teams on risk mitigation strategies.
- Interpreted CMS and state regulatory guidance across diverse Medicare plan types, building advanced managed care policy literacy.

ABA Provider Network Manager

May 2023 – Jan 2024

Optum • Remote

- Directed multi-state ABA provider network compliance monitoring, ensuring adherence to behavioral health licensure and NCQA credentialing standards.
- Produced data-driven performance reports and corrective action plans using Salesforce and Workbench.
- Conducted independent provider site reviews and documentation audits applying graduate-level professional judgment.
- Facilitated cross-agency stakeholder coordination to resolve complex credentialing discrepancies across interdisciplinary BH teams.

Senior Lead Credentialing Auditor

May 2022 – Mar 2023

Signify Health • Remote

- Evidence Documentation & Records Management
- Chain-of-Custody Protocols
- HIPAA & Regulatory Compliance
- Database Entry & Audit Readiness
- Fingerprinting & Biometric Processing
- Report Writing & Case Documentation
- Crime Scene Procedures (Forensics)
- Multi-Agency Communication
- Crisis Intervention & Risk Assessment
- Trauma-Informed Care Principles
- Behavioral Health Documentation
- Suicide Risk Assessment & Safety Planning

TECHNICAL SYSTEMS

- Epic | Oracle Cerner | Athenahealth
- eClinicalWorks | Praxis | NextGen
- Meditech Cactus | ECW | Facets
- Salesforce | Workbench | MD Staff
- CAQH ProView | NPPES | PECOS
- OIG & SAM | NPDB | DocuSign
- Cover My Meds | Advanced Excel
- Digital Documentation Systems
- Database Management

- Led multi-state compliance audits across behavioral health and medical specialties, ensuring NCQA adherence and court-ready documentation integrity.
- Verified clinician licenses, DEA registrations, board certifications, and OIG/SAM/NPDB exclusion results across a broad provider portfolio.
- Maintained credentialing databases including ECW, Meditech Cactus, and MD Staff for regulatory inspections and health plan delegated reviews.
- Mentored junior auditors on compliance standards, demonstrating supervisory leadership transferable to behavioral health quality assurance roles.

Senior Credentialing Specialist

Nov 2020 – May 2022

Brown & Toland Physicians | Altais Medical Group • Remote

Placed via Robert Half Staffing; transitioned to permanent hire.

- Managed full provider enrollment and recredentialing lifecycle for a network of 2,700+ physicians and 12,000+ clinicians.
- Executed payer enrollment across government and commercial health plans using PECOS, CAQH ProView, and NPPES.
- Resolved complex credentialing issues in partnership with health plan representatives and the physician services department.
- Applied OIG and SAM exclusion monitoring, NPDB query management, and delegated credentialing compliance across the Altais network.

Triage & Psychiatric Intake Coordinator Lead

Sep 2019 – Nov 2020

Fenway Healthcare • Boston, MA

- Led psychiatric intake at a nationally recognized LGBTQ+-affirming health center using trauma-informed triage and crisis-sensitive communication.
- Processed behavioral health pre-authorizations, referrals, and Epic documentation ensuring seamless continuity of care across integrated service lines.
- Partnered with law enforcement, payors, and clinical teams on high-acuity crisis cases in a federally qualified behavioral health setting.
- Drove intake workflow improvements that increased access, reduced documentation errors, and elevated client-centered service delivery standards.

Registration & Referral Associate

Jul 2016 – Aug 2019

Partners Healthcare • Somerville, MA

- Processed high-volume behavioral health referrals and patient registrations through Epic with strict HIPAA compliance and data integrity.
- Coordinated care transitions across behavioral health, specialty, and insurance teams ensuring accurate documentation and continuity.
- Supported audit preparation and credentialing review within one of the nation's most complex integrated academic healthcare systems.
- Championed patient-centered communication and equitable access, reflecting best practices in person-centered behavioral health engagement.

Shift Lead, Box Office & IMAX Theatre

Oct 2015 – Jun 2016

New England Aquarium • Boston, MA

Concurrent part-time or seasonal role held alongside primary full-time position; supported family during spouse's pharmacy school enrollment.

- Supervised multi-shift box office and theatre operations, managing team performance, reconciliation, and operational documentation.
- Led staff through high-volume public-facing operations, applying conflict resolution and communication skills transferable to BH settings.
- Managed after-hours safety concerns and customer de-escalation, reinforcing crisis response and boundary-setting competencies.
- Coordinated large-scale community and educational programming, gaining experience in public outreach relevant to behavioral health advocacy.

Front Desk Coordinator

May 2014 – Feb 2016

Newton Corner Place (SRO Housing) • Newton, MA

Primary full-time position held concurrently with part-time or seasonal employment during spouse's pharmacy school enrollment.

- Directed intake and resident support services at an SRO housing facility serving individuals with mental health, substance use, and housing instability.
- Applied trauma-informed de-escalation in after-hours crisis situations, coordinating with emergency services and social agencies to ensure resident safety.
- Maintained meticulous occupancy records, incident documentation, and referral logs aligned with housing-first and behavioral health compliance standards.
- Modeled professional boundaries and person-centered engagement with vulnerable residents, reinforcing BH ethical practice in every interaction.

Pharmacy Technician

Dec 2009 – Apr 2014

CVS Pharmacy – East Boston • Boston, MA

- Managed pharmaceutical dispensing and controlled substance chain-of-custody in strict compliance with DEA, state board, and HIPAA regulations.
- Provided health literacy counseling on medication regimens and adherence, applying psychoeducation skills central to behavioral health practice.
- Coordinated prior authorizations for psychiatric and specialty medications, gaining clinical insight into behavioral health pharmacy and managed care.
- Delivered compassionate, culturally sensitive service to individuals managing chronic behavioral and medical health conditions.

Maternity leave: October 24 – December 12, 2009. Returned full-time to CVS Pharmacy, East Boston on December 12, 2009.

Call Center Supervisor & Sales Monitor

Jan 2008 – Oct 2009

Merchant Warehouse • Boston, MA

- Supervised 150+ representatives in a compliance-regulated environment, driving performance standards through audits and targeted coaching.
- Designed and facilitated training programs on regulatory compliance, communication protocols, and professional standards.
- Produced analytical performance reports using outcome metrics, building the data literacy applicable to BH program management.
- Managed escalated and sensitive situations with empathy and de-escalation, reinforcing competencies central to graduate-level BH practice.

Pharmacy Technician (Part-Time)

Dec 2006 – Jan 2008

CVS Pharmacy – Tremont St. • Boston, MA

- Supported full-cycle prescription processing and controlled substance documentation under DEA, state board, and HIPAA compliance.
- Provided patient counseling on medication use and adherence, reinforcing psychoeducation skills essential to behavioral health engagement.
- Coordinated controlled substance and specialty medication authorizations, gaining exposure to psychiatric pharmacy workflows.
- Delivered empathetic, person-centered service to patients managing complex medical and behavioral health conditions.

Medical Collections Team Lead

Aug 2006 – Nov 2006

Cambece Law Office • Boston, MA

- Led 16+ staff resolving complex patient account disputes, insurance claim denials, and outstanding balances across healthcare provider caseloads.
- Executed HIPAA and FDCPA-compliant communication with patients, guarantors, and carriers, maintaining healthcare compliance and professional ethics.
- Analyzed medical billing documentation, EOBs, and payer correspondence to identify reimbursement errors and collections opportunities.
- Generated collections performance and account aging reports for legal leadership, developing data analysis skills applicable to BH quality improvement.

Front Desk Lead & Night Auditor

Jan 2005 – Jan 2006

Salem Waterfront Hotel • Salem, MA

Concurrent part-time or seasonal role held alongside primary full-time position; supported family during spouse's pharmacy school enrollment.

- Oversaw front desk operations and full overnight audit functions, reconciling daily financials and maintaining uninterrupted operational continuity.
- Supervised evening and overnight staff, reinforcing the leadership and accountability skills transferable to behavioral health team management.
- Responded to after-hours safety incidents and de-escalation situations with sound professional judgment and crisis response competence.
- Maintained comprehensive incident logs and operational records, developing the documentation discipline essential to BH compliance and audit readiness.

Bone Density Technician

Mar 2003 – Dec 2005

St. Elizabeth's Medical Center • Brighton, MA

Primary full-time position held concurrently with part-time or seasonal employment during spouse's pharmacy school enrollment.

- Performed DEXA scan procedures and maintained precise patient diagnostic records in compliance with clinical, HIPAA, and radiation safety protocols.
- Applied patient-centered communication in sensitive clinical interactions, modeling the therapeutic presence central to trauma-informed BH practice.
- Coordinated with multidisciplinary clinical staff to ensure chain-of-custody for diagnostic reports and timely follow-through on abnormal findings.

- Maintained strict adherence to radiation safety and clinical compliance standards, building regulatory accountability applicable to BH ethical practice.