

OAK ALANNA

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 Arkoma, OK 74901

PROFESSIONAL SUMMARY

To help bring services for developmentally delayed children to the Arkansas/Oklahoma area by obtaining a Master's in Psychology with a focus on testing. I am a multi-talented office professional. I have success in planning and operational improvements as well as trained in LEAN to streamline processes. I have experience in policy development and staff management procedures that positively impact overall morale and productivity. I am also the parent of a child with autism who identifies with the struggles faced by families in a rural location. I bring experience and passion to help others.

SKILLS

- Over 14 years' experience working in a medical office.
- Supervised 4 outpatient clinic offices and direct supervisor of 11 employees.
- Billing
- Forms
- Insurance
- Leadership Development
- Supervisor
- Patient eligibility requirements
- Patient-focused quality service
- Patient and family interaction
- Following up with patients
- Eligibility guidelines
- Patient Intake
- Patient relations
- Policy and procedure modification

EDUCATION

WORK HISTORY

UAMS KIDS - Patient Eligibility Specialist

Fort Smith, AR • 07/2019 - Current

- Managed pre-enrollment process from initial contact to enrollment for an EIDT program.
- Oversaw the Individual Treatment Plan process- tracked when meetings and updates were due, scheduled meetings, completed forms, ensured copies were distributed and filed appropriately.
- Was in charge of all DMS 640's , Extension of Benefit packets, and other EIDT required packets.
- Worked with the Local Educational Co-operative and local Public Schools to comply with both Federal and State guidelines and to facilitate a smooth kindergarten transition.
- In charge of the discharge process once a child no longer qualified for our program.

Administrative Specialist III

Fort Smith, AR • 07/2012 - 07/2019

- Responsible for answering phones, greeting families, maintaining several databases, filing, record releases, billing, preparing and submitting AFMC packets for funding, preparing monthly USDA food report, approving therapy invoices, preparing packets for internal and

**Southeastern Oklahoma State
University**

Durant, OK

No Degree: Biology

Carl Albert State College

Poteau, OK

Associate of Science: Science
Education

**Southern New Hampshire
University**

Hooksett, NH • Expected in
01/2023

Bachelor of Arts:

Developmental Psychology

external audits.

- Developed Excel databases that are linked to track billing units without re-entering data.

Inland Hospital - Office Coordinator II

Waterville, ME • 09/2005 - 03/2012

- Responsible for all office operations in 4 outpatient rehab clinics-registration, insurance verification, billing, scheduling, referrals, record maintenance.
- Direct supervisor of 11 office employees.
- Completed a "LEAN" study that resulted in a decrease in wait time for new appointment from 17 days to 3 days.
- Member of hospital Leadership Development team.
- One of 18 staff to receive a Champion award in 2012 for outstanding service.

Eckerd's Pharmacy - Pharmacy Tech III

Columbus, GA • 03/2003 - 12/2004

The Spurwink School - Child Care worker/Respite Worker

Waterville, ME • 07/2002 - 01/2003

- Cared for special needs adolescents in a residential facility.
- Responsible for maintaining daily behavior and medication logs.
- Certified Medicine Tech.

Walmart - Sales Clerk/Department Manager

Poteau, Durant, OK • 07/2001 - 07/2001

- Worked as both a sales clerk and a Department Manager in soft lines.
- Responsible for ordering merchandise, price changes, modular resets, stocking, and department upkeep.
- Cross trained on the registers and working the main switchboard.

ADDITIONAL INFORMATION

I have spent the past 8 years working with families who have special needs children and I have seen first hand the lack of services offered in our area. I have seen the fear in the face of a parent whose child was just diagnosed, or is in

the process of being diagnosed, and heard the questions on where they can turn for support and guidance. The simple question of where they can find a support group is one that has no good answer- there are none. I want to help change this. I want to offer support, hope, and direction when families need it the most. As a parent of a child with autism I want to give back. This is more than my career goal- this is my life goal.