

KASEY JETER

859.699.8532

DETAILS

859.699.8532
kasey.jeter@yahoo.com

SKILLS

Communication Skills

Ability to Work in a Team

Ability to Multitask

Microsoft Office

Effective Time Management

Customer Service

Highly Organized

PROFILE

Passionate professional seeking a career change after serving over a decade at current job. Seeking fulfilling, challenging and stable employment.

EMPLOYMENT HISTORY

Electronic Visit Verification Specialist at New Vista of the Bluegrass, Lexington, KY March 2021 — Present

- Manages 300+ employees of PDS programs
- Monitor EVV systems in real-time and contact caregivers who have not clocked in or out successfully, in order to understand the issue and request correction form or clarification. Follow processes for escalation when necessary
- Provide educational/training assistance to caregiver staff on appropriate use of the EVV systems in order to drive compliance
- Request retro schedule change requests and manual visit confirmation requests and follow up until resolved and billing is complete
- Work with insurance companies and EVV companies as necessary to resolve demographic and/or authorization issues within the EVV system
- Complete root cause research and resolve errors in EVV systems; resulting in accurate service hours and the correct billing of claims to payers
- Complete root cause research and resolve errors populating on Excel reports, resulting in information accurately importing into our system, the correct billing of claims to payers and our systems accurately reconciling
- Serve as subject matter expert on all EVV systems and provide training to others as needed.
- Serve as subject matter expert on rules surrounding billing in accordance to regulatory requirements set forth by payers, state, and federal agencies.
- Exhibit excellent interpersonal and communication skills necessary to interact with our customers and staff members in all departments and branches.
- Maintains positive working relationships with all other staff to gain their cooperation and support.
- Provide support in implementing improvements to processes and electronic information systems to ensure ongoing efficiency across the organization.
- Monitoring and trending EVV data to ensure procedures and processes are working properly.
- Providing support and assistance to Operations and/or Reimbursement departments as needed for specials projects or needs.
- Maintains a high degree of confidentiality at all times due to access to sensitive information
- Maintains regular, predictable, consistent attendance and is flexible to meet the needs of the department
- Follows all Medicare, Medicaid, and HIPAA regulations and requirements
- Abides by all regulations, policies, procedures and standards
- Performs other duties as assigned
- Carry a caseload of 1-3 clients for PDS Support Brokerage coverage
- Brought forth excellent time management and multitasking skills.
- Maintained timely communications with clients and co-workers

Participant Directed Services Senior Support Broker at New Vista of the Bluegrass, Lexington, KY March 2012 — February 2021

- Serve as a PDS support broker working from home with access to a centralized office in Lexington, KY

- Carried highest caseload for several years
- Michelle P. Waiver, Supports for Community Living and Acquired Brain Injury Consumer Directed Option/Participant Directed Services
- Facilitate therapeutic and waiver services for individuals receiving the Michelle P. Waiver and Supports for Community Living Waiver
- Gauging the monetary budget each client needs, calculating the necessary budget for the LOC date and monitoring budget throughout services
- Complete and Update Medicaid Waiver assessments
- Through Person Centered Planning and Principles of Self Direction, coordinate with families to develop a plan of care to address needs of consumer
- Train groups of new employees on abuse, neglect, and exploitation
- Process employee packets
- Review and process 40-60 employee time sheets bimonthly
- Continuous monitoring of PDS Medicaid budget
- Monthly face to face meetings with consumer and natural supports to review progress, assess, and facilitate services
- Complete required 16 CE training hours annually
- Meet monthly billing and re-certification deadlines while managing caseload of 35-40
- Communicate with various support providers to maintain cohesive care/services appropriate for individual needs
- First Aid, CPR certified, trained in nonviolent crisis intervention through Crisis Prevention Institute, trained on Medication Administration
- Appropriately handle crisis situations and develop crisis prevention plans to address safety risks
- Be available daily to assist and answer questions from consumers, their families, or their employees
- Completing monthly require documentation for face to face visits and monthly summary reported for each of 35-40 clients
- Operating electronic health system
- Navigating online Kentucky Medicaid Waiver Management Application



EDUCATION



Psychology, University of Kentucky, Lexington, KY

August 2004 — May 2009



Sociology , University of Kentucky, Lexington, KY

August 2004 — May 2009

Minor in Sociology