

MARGARET HALL  
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## SUMMARY OF QUALIFICATIONS

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Able to Exceed Quality Standards • Strong Analytical And Organizational Skills • Customer Service • Multi-Tasking Functions • Problem Solving Skills • Effective Verbal And Written Communication Skills • Detail Oriented • Adaptive To Business Environment • Solution Oriented • Customer Focused • Independent and Team oriented

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## PROFESSIONAL EXPERIENCE

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### OPTUM HEALTH

8/10/11 – Present

Interaction with both Facilities and members to provide resolution and triage for inquiries that included Benefits and Eligibility, Billing and Claims, Pre- Authorizations to assure proper services and information are delivered and utilize knowledge resources to drive efficient resolution for a variety of Optum Product Offerings

Generate cases for Hospitals, Clinics and facilities for various and Authorizations for wide scope of services namely Clinical Trials, Chemotherapy Treatment plans and facilitate Case Manager contact

Interfaced with members to provide information about Optum Health Product offerings and schedule member appointments with Case Managers while actively listening and gathering necessary information and assessing urgency

Initiated follow up with Hospice Facilities to verify status of patients

Processed Facility Enrollment Notification in a timely manner in compliance with predetermined timeline standards for member enrollment at Facility

Prepared Clinical Trial cases for Case Manager review and interacted with Facilities to obtain information as needed to initiate cases for Clinical Review

Assigned referrals to Case Managers per Client assignment sheet

Completed Mentor Training and trained numerous team members and continue to serve as a technical resource to others

Handled resolution/inquiries from Facilities and members that included reviewing Benefits and Eligibility, Authorization for Treatment for a wide scope of (9) Wellness Programs namely Cancer Resource Services, Maternity Support Program

Manage Voicemail messages from members and return calls to Facilities and Members to resolve various inquiries

Most recently was assigned to working with Dedicated Public Sector client to:

Initiate cases for Chemotherapy Treatment for Authorization and other Treatment plan change requests

Procure documents and research member cases for Reports required by Client

Conduct case initiation and post case documentation adhering to Client requirements  
i.e., following structure of Department of Health and Human Services

Manage the Referrals and prioritized influx of cases successfully within timeframe specified by Client.

Respond to inquiries from Client regarding member cases and Triage as required

Scrubbed Daily Report and handled timely submission to Client

Manage Mailbox and triage inquiries to appropriate area for resolution

Respond to inquiries from Client and obtain assistance from Case Manager as needed

Ability to utilize a variety of Systems and Resources to accomplish tasks

Communicated with Team relative to process changes and displayed flexibility in administering  
changing Client requirements

HALL MARKETING

2/02 - Present

Monthly payroll and maintenance of financial and income tax records.  
Reconciliation of Bank statements  
Post financial information to ledger

ST. RAPHAEL SERVICE MINISTRY (HESED HOUSE)

Volunteer Coordinator

6/02 - Present

Increased volunteer base by 400%.

Compile quarterly delivery schedule for 50 volunteers for delivery of donated Food from local Large  
Grocery Stores to local homeless shelter

Resolve issues with volunteers and donor to maintain favorable relations.

STONECROFT MINISTRIES

Vice Chair

9/03-12/06

Functioned in a leadership role; planned monthly events and performed various functions within  
organization.

Implemented publicity via radio and newspaper media. Creatively designed graphics for publicity.  
Successfully increased exposure of events by soliciting donations of publicity from radio and  
newspaper media.

AT & T (Formerly SBC Communications & Ameritech Information Systems)

Hoffman Estates,IL  
National Customer Service Center Manager

6/89-6/90

Budgets: Compiled cost efficient budgets for (5) Departments.

Forecasts: Effectively forecasted financial expenditures for (5) departments.

Operations Reports: Generated operations reports for distribution to management with executive summary; usage,trends, billing, expenses, incident volume, cost per incident depicting analysis of operations, efficiency and cost of divisions and departments.

Monthly Usage And Billing Statements: Prepared for Midwest Region for distribution to upper management.

General Ledger: Reviewed general ledger reports for 13 departments. Resolved discrepancies with Corporate along and verified capital expenditures.

Collaboration: Interfaced with department managers to obtain and ensure data accuracy for reports.

Methods/Procedures and Directory: Compiled NCSC Directory for Corporate which included methods and procedures with service escalation procedures enhancing corporate visibility and facilitating ease of contact.

System Software Engineer

8/86-6/89

Project Interface: Conferred with Field Service Representatives for (5) State Region throughout projects to review/modify/implement system software configurations for new PBX Systems

System Software Programming: Completed/Exceeded Project timelines.

Corporate Recognition: Received for multiple accomplishments on Key Accounts.

Research/Modifications: Completed for PBX Configurations for design/implementation of complex Telecommunication System Designs.

Customer Service Consultant

6/84-8/86

Service Issues Resolved: Functioned as liason w/subsidiaries for customers in (5) State Region for Telephone System service.

Employee Training: Trained new employees of Wisconsin Bell Communications Subsidiary regarding computer system leading to enhanced operations.

ITT BUSINESS COMMUNICATIONS CORPORATION

Elmhurst, Illinois

Branch Administrator

7/82-6/84

Sales Contracts: Scrubbed Contracts for Equipment Orders/Modifications and Processed new business orders renewals and system modification contracts for PBX/Key system orders.

Service Issues / Status: Direct contact with field technicians to resolve customer service issues.

Accounts Receivable: Resolved delinquent account issues and increased payment collections via effective communication with customers.

AETNA LIFE & CASUALTY

1977-1982

Glen Ellyn, Illinois

Administrative Assistant

Customer Insurance Coverage: Updated coverage status for corporate clients.

Customer Relations : Assisted with issues concerning claim status. interpreted in Spanish and Polish as

needed. Efforts resulting in heightened understanding between company and client.  
Employee Training: Trained employees for Administrative System - led to more efficient, knowledgeable employees.

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#### EDUCATION

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Elmhurst College Elmhurst, IL  
Bachelor of Science / International Business / Minor in Spanish

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#### CERTIFICATIONS

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Chicago Deming Association - Six Sigma Masters Program Naperville, IL - Green Belt  
Dean Vaughn Learning System - Medical Terminology