

Aisha M. Sanders, LCPC, CCM

SUMMARY OF QUALIFICATIONS

- **Specializations Include:** Knowledge of the Health Care field. Child Welfare Experience. NCQA Standards, Training. Teaching specialties are General Education, Clinical Psychology/Counseling and Criminal Justice courses
 - **Instructional Leadership** – Contributed to the continuous improvement of faculty training and instructional development; Organize, coordinate, and train instructors on student engagement; Development of syllabus and curriculum. Professional training for mental health staff and medical management team
 - **Community Involvement** – Works with families impacted by the DCFS system. Created and implemented events and programs that provided students and clients with therapeutic services, crisis interventions, and HIV/AIDS awareness. Continues to provide services for youth to impact them holistically.
 - **Electronic Medical Records and Blackboard System-** Assisted with the implementation of EMR system for a large Non-Profit. Has knowledge of TruCare EMR system, and Interqual. Has a working knowledge of Blackboard Learning Systems and other online teaching systems used in higher education
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EDUCATION & LICENSES

Master of Arts, Clinical Psychology and Criminal Justice, Chicago School of Professional Psychology
Chicago, IL - 2009

Bachelor of Arts, Psychology and Criminal Justice (minor), Chicago State University
Chicago, IL – 2005

Licensed Clinical Professional Counselor, National Board of Certified Counselors (NBCC)
Chicago, IL – 2013

Certified Case Manager (CCM), The Commission for Case Manager Certification
Chicago, IL- 2016

PROFESSIONAL TEACHING EXPERIENCE

UNIVERSITY OF PHOENIX, Merrillville, IN
WESTWOOD COLLEGE, Calumet City, IL

November 2010 – June 2014
March 2010- August 2014

Associate/Adjunct Faculty

- Teach all assigned classes and hours as determined with class assignments
 - Plan for instructional activities such as lecture, class discussion, demonstration labs, and projects
 - Set objectives determining multiple teaching strategies and student activities and evaluation of student learning
 - Organize concepts to be taught in a logical and understandable sequence covering all objectives as outlined in the course syllabus and lesson guides
 - Select, develop and use informal and formal techniques or instruments to measure student learning, modifying teaching strategies if needed
 - Submit and maintain accurate records of attendance, grades and Student Action Reports
 - Identify and assess students who are in need of additional instruction to successfully complete the course objectives and provide additional instruction to those students outside of class hours, as needed
 - Attend all meetings, ceremonies and official functions as specified by the program director or the Campus Academic Dean
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PROFESSIONAL COUNSELING & CASE MANAGEMENT EXPERIENCE

BEACON THERAPEUTIC, Chicago, IL
COMMUNITY MENTAL HEALTH COUNCIL, INC., Chicago, IL
LUTHERAN SOCIAL SERVICES OF ILLINOIS, Chicago, IL
HUMAN RESOURCES DEVELOPMENT INSTITUTE, INC. (HRDI)
INNER HEALING INSTITUTE, LLC
CENTENE CORPORATION- ILLINCARE HEALTH
MARY AND TOM LEO, & ASSOCIATES

November 2007- October 2008
December 2006- November 2007
July 2005- August 2006
January 2013- June 2014
June 2009- June 2014
June 2014- Present
January 2016- Present

Case Manager

- Conducted interviews, collected and compiled assessment data, social histories and diagnostic information necessary to establish case files
- Provided comprehensive case management services to all clients including: intake assessment, benefit assessment, goal setting, long-term and short-term case plan development, progress monitoring, individual money management, tenant education, advocacy and referrals
- Counseled clients in individual or group sessions to assist them in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse
- Assisted with prevention/education curriculum development and presentations
- Educated clients or community members about mental or physical illness, abuse, medication, or available community resources

Care Coordination Services Clinical Supervisor/Counselor

- Demonstrates cultural competence and behaviors consistent with the core values, vision and mission of HRDI;
- Responsible for the recruitment, screening, training and supervision of graduate interns within the behavioral health field;
- Assist with coordination of professional development and professional learning.
- Participate in team meetings and attend relevant training sessions to increase knowledge and skills.
- Present a positive image of HRDI to clientele, visitors and co-workers; Serves as the first contact for primary referral sources and assists them in understanding and navigating the HRDI system of services and support;
- Coordinated referral activities with courts, probation officers, community services, or other pre-treatment agencies regarding pending clients; Intervened as an advocate for clients to resolve emergency problems in crisis situations.
- Conducts mental health program orientation sessions; Provides psycho-educational services to family members to assist them in understanding, dealing with, and supporting clients or patients.
- Provides clients or family members with information about mental health and co-occurring issues and about available services or programs, making appropriate referrals when necessary.
- Responsible for providing direct care by performing screenings and intakes as needed;
- Maintains a referral database that is used for tracking outcomes for quality control purposes;
- Organizes and performs timely intake procedures on referrals, including completion of the MHA Referral Form, Screening Forms and the Intake/MHA Forms.
- Assists in tracking referrals and admissions and monitoring timelines for adherence to state guidelines;
- Develops and maintenance of a referral and resource directory for use by all staff;
- Acts as a liaisons between clients and HRDI clinical and medical staff
- Interviews clients, reviews records, and confer with other professionals to evaluate individuals' mental and physical condition and to determine their suitability for participation in a specific program.
- Facilitates and participates in interdisciplinary case conferences or staff meetings regarding potentially challenging referrals; complete and ensure maintenance of accurate records or reports regarding the patients' histories and progress, services provided, or other required information.
- Coordinate counseling efforts with mental health professionals or other health professionals, within HRDI such as adult and child psychiatrists, nurses and other department supervisors.
- Supervise Interns and full time intake specialist as they facilitate therapeutic interventions for clients, individually or in group sessions, to assist in overcoming dependencies, adjusting to life, or making changes.
- Modify treatment plans to comply with changes in client status.
- Review and evaluate clients' progress in relation to measurable goals described in treatment and care plans. Develop client treatment plans based on research, clinical experience, and client histories.
- Supervises case managers who provide direct services to clients with severe mental illnesses

The requirements listed below are representative of the knowledge, skill, and/or ability required

- Computer literate with the ability to learn customer service software applications;
- Professionally skilled in verbal and written communications;
- Strong interpersonal skills;
- Handles difficult situations directly, using appropriate discretion and respect for the individual;
- Meticulously organized in approach to record reviews;
- Ability to work a staggered or non-standard work schedule in order to meet contract deadlines, including weekends and holidays;
- Detail oriented;
- Highly dependable and willing to work/do whatever needed to complete the task within contract timeframes;

- Team player.

Clinical Manager- Medical Management

- Manage clinical services including oversight of clinical policies and procedures, day to day clinical services and staff.
- Ensure compliance with established initial and concurrent review, case management, referral, pre-certification and authorization policies, procedures and processes.
- Ensure all programs and clinical operations are in full compliance with state and federal regulations. Including HIPAA. Ensure compliance with plans emergency management policies, procedures and processes by acting as liaison with other business units.
- Ensure payer contract clinical deliverables are met.
- Monitor the effectiveness of existing procedures and outreach/intervention efforts.
- Ensure appropriate knowledge/education and interventions are conducted for members defined to be at risk.
- Monitor data to address trends or potential quality improvement opportunities including provider issues, service gaps, member needs.
- Ensured cases were managed according to NCQA Standards

Ambetter Clinical Manager- Medical Management (Commercial Product) **Utilization Management and Case Management**

- Review analyses of activities, costs, operations and forecast data to determine progress toward stated goals and objectives.
- Promote compliance with federal and state regulations and contractual agreements.
- Develop, implement and maintain compliance, policies and procedures regarding medical utilization management functions.
- Develop, implement, and maintain utilization management programs to facilitate the use of appropriate medical resources and decrease the business unit's financial exposure.
- Compile and review multiple reports on work function activities for statistical and financial tracking purposes to identify utilization trends and make recommendations to management.
- Facilitate on-going communication between utilization management staff and contracted providers.
- Develop staff skills and competencies through training and experience.
- Work with executive leadership on product development and management of relationships with providers/vendors
- Ensure compliance with Corporate, State and NCQA standards
- Attend any offsite meetings as needed
- Communicate team needs with other internal departments as warranted
- Develop and implement methods, policies and procedures to improve the departments efficiency and effectiveness
- Manage clinical services including oversight of clinical policies and procedures, day to day clinical services and staff.
- Ensure compliance with established initial and concurrent review, case management, referral, pre-certification and authorization policies, procedures and processes.
- Ensure all programs and clinical operations are in full compliance with state and federal regulations. Including HIPAA. Ensure compliance with plans emergency management policies, procedures and processes by acting as liaison with other business units.
- Ensure payer contract clinical deliverables are met.
- Monitor the effectiveness of existing procedures and outreach/intervention efforts.
- Ensure appropriate knowledge/education and interventions are conducted for members defined to be at risk.
- Monitor data to address trends or potential quality improvement opportunities including provider issues, service gaps, member needs.

Director of Foster Care Operations- Medical Management
Utilization Management and Case Management

- Create policies and procedures
- Collaborate with internal departments, such as Product, Corporate Foster care, Contracting, Provider Relations, etc. for Product Implementation
- Create staffing model, hire and onboard staffing for the department
- Oversee foster care operations and initiatives including the development of key performance metrics, policies, procedures, and pilot programs
- Ensure effective management of care to all foster children under contract
- Collaborate with system stakeholders such as Child Welfare Agencies, Court Appointed Special Advocates (CASA) for children, Child Placing Agencies (CPA), State Medicaid Departments, Foster Parents, Judges and others to represent behavioral health needs and issues and identify ways to collaborate for better member outcomes
- Act as liaison and representative between the company and governmental or regulatory agencies including response to agency requests, attendance and participation in meetings and committees
- Ensure initiatives and processes are compliant with NCQA, contractual requirements and best practice guidelines
- Promote innovation in the development of care models to improve health outcomes or permanency for foster children
- Compile and review reports to identify utilization trends, solutions to demonstrate positive outcomes and value to the system

References Upon Request