

Helene Mazarakes
226 Ootsima Way
Loudon, TN 3774
Work 865-458-2261
Cell 775-229-5005
nhampetite@yahoo.com

Profile Summary

Nursing management professional with 24 years of nursing, supervisory, leadership and case management skills. Comprehensive knowledge of multiple state regulatory laws. Medicare and Medicaid guidelines, healthcare administrative policies, Health Insurance case management. project coordination and nursing procedures. Reputation as a self-directed professional with superior problem solving, communication and staff management skills. Successful in operational and budgetary management, team building and organizing projects to improve quality of consumer care.

EMPLOYMENT

Clinical Case Manager September 2009 till current.

United Health Care, Knoxville, TN Optum Division

Clinical Coordinator for the Tennessee COPD pilot program project from June 2010 – August 2011. Case management for multiple state products, project coordinator as assigned per Regional director.

Complex Case Manager July 2008 thru September 2009

Aetna Insurance, Greensboro, N.C.

Managed member care for Bank of America employees. Liaison position which was responsible for administrating and coordinating benefits and care for all levels of the insured population.

Clinical Case Manager February 2008 thru July 2008

United Health Care, Greensboro, NC, Ovations Division

Position was eliminated due to down sizing.

This position facilitates the coordination of benefits between, Medicare and Medicaid telephonically. Key responsibilities included telephonic assessments of member needs, overseeing of care, patient education, coordination of medical services, member education and determination of care levels.

Divisional Resident Services Specialist - 2006 - 2008

Atria Senior Living Group, Houston, Texas

This position that is 100% national travel does on-site community

Management. Duties include, QA compliance, nurse orientation training, and staff education relating to regulation compliance and best practice modalities. Must have

knowledge of budget practices, interviewing and hiring skills, mature management practices and good communication skills.

Administrator/Director of Assisted Living - 2000 - 2006

Classic Residence by Hyatt, Reno, Nevada

Director of 30 apartment assisted living facility, which included 175 independent apts. Responsible for meeting all state regulatory criteria, making and meeting budget requirements, scheduling and hiring of employees, equipment purchasing, community outreach and marketing. Managed multiple system disease cases, interfaced with physicians and other health professional service providers to assure positive resident outcome.

EDUCATION

Associate, Nursing - 1990

Trocaire College, Buffalo, NY

GPA: 3.84. 2 year RN nursing program

B.A./MSN, Nursing - 1992

Damen College, Buffalo, New York

96 credit hours

LICENSES

* Administrator of Group Facility, Board of Licensure 2002. Current national license for this position.

* Registered Nurse, State board of licensure. Hold current RN license in all compact states including Tennessee

* Board Certified Case Manager