



MARY GRACE FLORES RAGASA

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OBJECTIVE

- To obtain a job within my chosen field that will challenge and allow me to use my, education, skills and experiences in a way that is mutually beneficial to both my employer and myself and allow for future growth and advancement.

ELIGIBILITY

- Graduate of Bachelor of Science in Nursing (2003-2007)
- Registered Nurse in Philippines (December 2007)

EMPLOYMENT HISTORY

1. Access HealthCare

6th Floor, Venice Corporate Center Building
Milano Street, McKinley Hill
Fort Bonifacio, Taguig City
July 2021 – December 2021

Duties and Responsibilities

- Review Prior Authorization (PA) requests, as assigned, and make clinically appropriate decisions and medical necessity determinations to adjudicate these requests, based on established procedural standards and regulations and medical necessity guidelines.
- Contact providers and other parties, as applicable, to obtain information and medical records needed to conduct a comprehensive clinical review of cases and final determinations.
- Prepare and respond to inquiries related to appeals on clinical determinations.
- Maintain positive working relationships with providers, peers, leadership, and state agencies.
- Maintain the confidentiality of all business documents and correspondence.
- Helping practitioner in obtaining authorization for medical or surgical request and medications.

2. Cognizant Technology Solutions Philippines

Process Executive- Health Care Account

18 Upper Mckinley Road, Mckinley Hill Exit
Taguig, Metro Manila
October 14, 2019 – May 30, 2021

Duties and Responsibilities

- Process incoming requests for authorization by entering key information including CPT and ICD-10 codes into the UR system.

- Verify compensability of the requested treatment by reviewing claim notes
- Ensuring that all demographic information regarding injured worker, requesting provider, attorneys and claim staff is correct in the UR system.
- Handling protected information consistent with department and company policies and regulatory requirements
- Attend training/educational classes as appropriate
- Perform other duties and responsibilities as deemed necessary and assigned.
- Responds to questions regarding insurance benefits, provider contracts, eligibility and claims
- Well knowledgeable on insurance benefits/policy coverage of the members
- Maintained confidentiality and work accordance to the company HIPAA policy and protocols
- Being able to identify the necessary procedures and prioritization of urgency.
- Operates PC/image station to obtain and extract information; documents information, activities and changes in the database
- Develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.
- Utilize various company and client-based tools and applications for customer management and servicing.

**3. Mishal Home Medical Service Co.
Nurse – Private and Hospital Setting**

March 2016 – April 2019

Block 3 Ain Jaloot Street Lulu Jahra Complex

2nd Floor Office #6 Al Jahra, Kuwait 00008

+965 24588216

Duties and Responsibilities

- Assist in delivering a high standard of holistic care to patients, promoting their equality and dignity at all times.
- Assist with patient hygiene, mobility, physical comfort, eating and drinking, administering medications while observing and reporting specific changes.
- Administering medication as prescribed and order by the doctor.
- Communicate effectively with the patient and family members
- Be aware of the responsibility and laws and regulations provided by the company to maintain a safe and healthy environment for patients and staff.
- Ensure that all duties are carried out to the highest possible standard and in accordance with current quality initiatives within the area of work.

**4. MD Abstract Helping Physician
Medical Abstractor**

Home Base Online Job – (Part-time)

April 6, 2014 – March 10, 2015

Quezon City

Duties and Responsibilities

- Ability to abstract data from one EMR to another, using dual screens, typing/editing skills and navigating through multiple EMR products.
- Ability to self-motivate, assuming ownership of tasks from start to finish. Prioritizes multiple tasks using appropriate critical decision-making.
- Demonstrates an understanding of healthcare information systems and the interaction and impact changes cause within and between systems.
- Knows when to seek and accept guidance from those with advanced experience, including interacting with providers and other clinicians. Able to provide guidance and/or support when needed. Acts as a role model to other team members.
- Access to Protected Health Information necessitates the highest level of integrity, judgment and confidentiality.

5. Gabriela Silang General Hospital Staff Nurse

Tamag Vigan City, Philippines

+077 674 1309

June 16, 2013 – December 15, 2014

Duties and Responsibilities:

- Responsible for being the main point of contact for patients and contributing to the provision of the high standards of patient care, ensuring a full and professional service are delivered to patients at all times in accordance with the hospital policies and all statutory regulatory requirements.
- Working shifts alongside expert consultants and a multi disciplinary team of other healthcare specialists, observing and recording the condition of patients, assisting with tests and evaluations, & carrying out routine investigations.
- Instruct individuals, families, or other groups on topics such as health education, disease prevention, or childbirth and develop health improvement programs.
- Carrying out routine investigations and care procedures, such as administering medication, injections and intravenous infusions.

6. Bramley Court Ltd. Health Care Assistant

Chivers way, Histon

Cambridge, United Kingdom

CB25 9AH

+44 1223 236105

April 2010 – November 2012

7. Queens Elizabeth House Health Care Assistant

138 Southborough Road, Bromley Kent,

United Kingdom

BR 1 2EE

+44 20 8467 3994

October 2009 – April 2010

Duties and Responsibilities:

- Assist in delivering a high standard of holistic care to patients, promoting their equality and dignity at all times.
- Assist with patient hygiene, mobility and physical comfort, eating and drinking while observing and reporting specific changes.
- Communicate effectively within the multidisciplinary team.
- Carry out all responsibilities with due regard to the Trust's Equal Opportunities Policy.
- Be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard and in accordance with current quality initiatives within the area of work.

8. Tolentino Clinic and Hospital

Staff Nurse

Tamag Vigan City, Philippines

+63 917 825 3087

May 2008 – September 2009

Duties and Responsibilities:

- Responsible for being the main point of contact for patients and contributing to the provision of the high standards of patient care, ensuring a full and professional service are delivered to patients at all times in accordance with the hospital policies and all statutory regulatory requirements.
- Working shifts alongside expert consultants and a multi disciplinary team of other healthcare specialists, observing and recording the condition of patients, assisting with tests and evaluations, & carrying out routine investigations.
- Instruct individuals, families, or other groups on topics such as health education, disease prevention, or childbirth and develop health improvement programs.
- Carrying out routine investigations and care procedures, such as administering medication, injections and intravenous infusions.

EDUCATIONAL BACKGROUND

University: University of Northern Philippines
Tamag, Vigan City, Philippines
Course: BACHELOR OF SCIENCE IN NURSING
Year: 2003-2007

High School: St. Paul College of Bantay Ilocos Sur
Bantay Ilocos Sur, Philippines
Course: Secondary
Year: 1999-2003

Elementary: Cabittaogan Elementary SCHOOL
Cabittaogan, Sta. Catalina Ilocos Sur, Philippines
Course: Primary
Year: 1993-1999

