

Natasha M. Lozada
Vance, SC
(803) 210-7858 (Text Preferred)
nmlozada8373@gmail.com

PROFESSIONAL SUMMARY

Patient Enrollment, Healthcare Operations, and Patient Engagement professional with more than 23 years of progressive healthcare experience delivering exceptional patient experiences across remote clinical operations, home health, provider relations, business development, utilization management, and healthcare technology. Proven success managing a territory of more than 100 healthcare referral sources, generating an average of 65 to 81 personal referrals per month, and maintaining an average 93% referral to admission conversion rate through strategic relationship management and operational excellence. Experienced educating patients and providers, coordinating admissions, verifying insurance eligibility, researching prior authorization cases, documenting patient interactions, and collaborating with multidisciplinary healthcare teams. Recognized for translating complex healthcare information into clear, compassionate guidance that improves access to care, strengthens provider relationships, and enhances the patient experience.

PROFESSIONAL HIGHLIGHTS

- More than 23 years of progressive healthcare experience.
- Managed a territory of more than 100 active healthcare referral sources.
- Averaged 65 to 81 personal referrals per month.
- Maintained an average 93% referral to admission conversion rate.
- Manage an average of 50 to 65 inbound calls daily.
- Maintain an average call handle time of 4 minutes and 16 seconds.
- Coordinated admissions, intake, and scheduling for eight South Carolina home health agencies.
- Extensive experience supporting Medicare, Medicaid, commercial insurance, providers, patients, caregivers, and healthcare facilities.

AREAS OF EXPERTISE

Patient Enrollment • Patient Education • Patient Engagement • Healthcare Operations • Clinical Operations • Remote Patient Monitoring (RPM) • Prior Authorization • Utilization Review Support • Peer to Peer Coordination • Patient Intake • Admissions • Care Coordination • Insurance Verification • Medicare • Medicaid • Commercial Insurance • Provider Relations • Physician Relations • Healthcare Sales • Business Development • Territory Management • Referral Development • Customer Service Excellence • Relationship Management • EMR • EHR • CRM • HIPAA Compliance • Healthcare Documentation • Remote Call Center Operations • Cross Functional Collaboration • Problem Resolution

PROFESSIONAL EXPERIENCE

Turning Point Healthcare Solutions
Clinical Operations Representative (Remote)
October 2025 – Present

- Deliver exceptional customer service in a fully remote healthcare environment by assisting members, healthcare providers, medical facilities, and partnered insurance companies with prior authorization inquiries, benefit related questions, and care coordination needs.
- Manage an average of 50 to 65 inbound calls daily while maintaining an average call handle time of 4 minutes and 16 seconds.
- Create and process prior authorization cases by collecting, verifying, and documenting member, provider, and clinical information.
- Conduct comprehensive pre intake reviews for peer to peer requests by researching authorization cases, validating clinical documentation, reviewing payer requirements, and determining case eligibility before advancing requests.
- Schedule qualified peer to peer reviews after confirming case readiness and documentation.
- Escalate complex authorization cases appropriately.
- Educate callers regarding authorization requirements and healthcare benefits.

- Navigate multiple healthcare systems while maintaining HIPAA compliance.
- Collaborate with cross functional teams while consistently meeting productivity and quality standards.

LHC Group Home Health

Home Health Account Executive (Remote)

- Managed a territory consisting of more than 100 active referral sources.
- Generated an average of 65 to 81 personal referrals per month.
- Maintained an average referral to admission conversion rate of approximately 93%.
- Developed territory growth strategies and strengthened provider relationships.
- Conducted provider presentations and consultative sales visits.
- Educated patients and caregivers regarding home health services.
- Served as liaison between providers, patients, and clinical teams.
- Leveraged CRM technology to manage referral activity.

Regional Intake Coordinator (Remote)

- Coordinated admissions, intake, and scheduling for eight South Carolina home health agencies.
- Managed high volume referrals and patient enrollment.
- Verified Medicare, Medicaid, commercial insurance, and managed care eligibility.
- Collaborated remotely with physicians and interdisciplinary teams.
- Guided patients through the enrollment process.
- Maintained HIPAA compliant documentation.
- Coordinated transitions into home health services.

Scheduler (On Site)

- Coordinated clinician schedules across multiple agencies.
- Optimized staffing and continuity of care.
- Maintained communication with clinicians, providers, and patients.

Palmetto GBA | BlueCross BlueShield of South Carolina

EDI Operations Associate II (Hybrid)

December 2024 – October 2025

- Supported Medicare providers with EDI transactions, billing inquiries, and technical support.
- Resolved complex provider issues through research and critical thinking.
- Guided providers through Medicare billing requirements.
- Maintained quality documentation.

Prisma Health

Student Nurse Tech | Unit Secretary | Physician Office Assistant II

June 2003 – February 2018

- Supported multidisciplinary healthcare teams.
- Performed scheduling, referrals, insurance verification, coding, billing support, and charge entry.
- Delivered exceptional customer service.
- Assisted front and back office operations.
- Trained new employees and served on the Team Member Leadership Committee.

LEADERSHIP

Turning Point Healthcare Solutions

COR Engagement Committee Member (Volunteer)

- Voluntarily serve on the COR Engagement Committee to promote engagement, recognition, morale, and team culture.
- Collaborate on recognition and team building initiatives.

EDUCATION

Bachelor of Science in Technical Management (Three Courses Remaining), DeVry University

Associate of Applied Science in Health Information Management, DeVry University

CERTIFICATIONS

Microsoft Azure AI in Healthcare Professional Certification (In Progress)

Licensed Insurance Agent (Life, Health & Accident)

Certified Travel Consultant

TECHNICAL PROFICIENCIES

Microsoft Office Suite • Microsoft Outlook • Microsoft Teams • Zoom • EMR • EHR • EDI • CRM •
Healthcare Documentation • HIPAA Compliance • Insurance Verification Systems • Medicare
Claims Processing • Remote Call Center Technology • Data Entry • Multi System Navigation