

Kayla Brennan

CARE COORDINATOR

Pittsburgh, PA • (412) 555-0119 • kayla.brennan@email.com • [linkedin.com/in/kaylabrennan](https://www.linkedin.com/in/kaylabrennan)

SUMMARY

Care Coordinator with 4 years in primary care offices around Pittsburgh, the last 2 in care coordination for patients with chronic conditions. Handles referral management, prior authorizations and discharge follow-up calls, keeping 120 referrals a week moving with Excel and Outlook. Explains next steps clearly to patients and works well with providers and insurers.

SKILLS

- Care Coordination
- Discharge Follow-Up
- Customer Service
- Referral Management
- EHR
- Time Management
- Prior Authorizations
- Excel
- Insurance Verification
- Outlook

EXPERIENCE

Care Coordinator

02/2024 - Present

Three Rivers Primary Care Associates

Pittsburgh, PA

Primary care group with 6 offices and about 40,000 patients.

- Coordinate care for **250** patients with chronic conditions, scheduling specialist visits, labs and follow-ups.
- Process 120 referrals and prior authorizations a week, with 95% approved before the appointment date.
- Complete discharge follow-up calls within 48 hours of a hospital stay, booking visits for 88% within 7 days.
- Track open referrals in Excel and Outlook, cutting the overdue list from 90 to 20 in 4 months.

Patient Service Representative

06/2022 - 01/2024

Allegheny Valley Family Medicine

Monroeville, PA

Family medicine practice with 8 providers.

- Checked in **60+** patients a day, handling insurance verification and demographic updates in the EHR.
- Scheduled appointments for 8 providers and filled same-day cancellations from a waitlist.
- Answered about 80 calls a day with steady customer service, routing clinical questions to nurses.
- Collected copays and balanced the cash drawer daily, with zero variances in 18 months.

Pharmacy Technician

09/2019 - 05/2022

Forbes Avenue Pharmacy

Pittsburgh, PA

Part-time role at an independent pharmacy while in college.

- Filled **150+** prescriptions a shift for pharmacist review and kept the will-call area organized.
- Resolved insurance claim rejections by phone, clearing most within the same day.
- Called 30 patients a week with refill reminders and prior authorization updates.

EDUCATION

Bachelor of Science

05/2022

Duquesne University

Pittsburgh, PA

Health Management Systems

CERTIFICATES

Certified Medical Administrative Assistant (CMAA)

National Healthcareer Association

08/2022