

# Andrea Castillo

Care Manager

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## SKILLS

- Care Management ●
- Care Coordination ●
- Case Management ●
- Health Risk Assessments ●
- Care Plans ●
- Motivational Interviewing ●
- Microsoft Office ●
- Excel ●
- Critical Thinking ●
- Communication ●

## EDUCATION

**Bachelor of Arts** 05/2021  
University of Houston Houston, TX  
Psychology

## CERTIFICATES

**Certified Case Manager (CCM)**  
06/2025  
Commission for Case Manager  
Certification

**Community Health Worker  
Certification**  
10/2021  
Texas Department of State Health  
Services

## SUMMARY

Bilingual (Spanish/English) Care Manager with 5 years in care management and community health work for Medicaid members in Houston. Runs health risk assessments, builds care plans with members and providers and uses motivational interviewing to keep members engaged. Works independently with a caseload of 75 and keeps documentation current in Microsoft Office and the care platform.

## EXPERIENCE

**Care Manager** 05/2023 - Present  
Gulf Coast Community Health Plan Houston, TX  
Medicaid and CHIP health plan serving about 180,000 members.

- Manage care for **75** high-risk members by phone and home visits, completing health risk assessments within 15 days.
- Build care plans with members, doctors and families, cutting avoidable ER visits 18% across the caseload in 2025.
- Apply motivational interviewing to medication and appointment goals, with 82% of members keeping follow-up visits.
- Arrange transportation, equipment and behavioral health referrals in English and Spanish, about 60 referrals a month.

**Community Health Worker** 07/2021 - 04/2023  
Bayou City Health Clinic Pasadena, TX  
Federally qualified health center with 3 sites.

- Enrolled **300+** patients in Medicaid, SNAP and sliding-fee programs, cutting uninsured visits by a quarter.
- Led monthly diabetes education groups in Spanish for 15-20 patients and their families.
- Called 40 patients a week after ER visits to book primary care follow-ups and remove barriers to care coordination.
- Logged every outreach contact in the EHR and built a weekly Excel report for the case management team.

**Patient Access Representative** 08/2019 - 06/2021  
Westbury Medical Center Houston, TX  
Part-time registration role at a community hospital while in college.

- Registered **50+** patients a shift in English and Spanish, verifying insurance and consent forms.
- Explained financial assistance options to about 15 uninsured patients a week and scheduled follow-up visits.
- Corrected registration errors before billing, keeping the claim denial rate under 2%.