

Nadia Okafor

// Credentialing Coordinator

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> SUMMARY

Credentialing Coordinator with 3 years of provider onboarding for a behavioral health group and an urgent care network. Coordinates credentialing, CAQH attestations and provider enrollment for 180 clinicians, keeps records in Microsoft Access and reports status to leadership in Excel and PowerPoint. Accurate and organized, with interpersonal skills that keep busy providers responsive.

> SKILLS

- Credentialing • CAQH • Provider Enrollment • Excel • Microsoft Word • Outlook • PowerPoint
- Microsoft Access • Detail Oriented • Interpersonal Skills

> EXPERIENCE

Credentialing Coordinator

01/2025 - Present

Chesapeake Behavioral Health Partners

Baltimore, MD

Credentialing desk for psychiatrists, therapists and nurse practitioners in 12 clinics.

- Coordinate onboarding for **8-10** new providers a month, from application to first billable visit.
- Maintain a Microsoft Access database of licenses, NPI numbers and payer IDs for all 180 providers.
- Present a monthly credentialing status deck in PowerPoint to the clinical director and billing manager.
- Resolve provider enrollment holds with Medicaid managed care plans, clearing 37 pending applications in 4 months.

Credentialing Assistant

09/2023 - 12/2024

Patapsco Urgent Care

Ellicott City, MD

Credentialing support for a 9-site urgent care network.

- Gathered licenses, DEA certificates and malpractice face sheets for 60 urgent care providers.
- Updated CAQH profiles every 120 days and logged each attestation date in Excel.
- Drafted payer letters and provider memos in Microsoft Word from standard templates.
- Scheduled Outlook reminders for expiring documents, holding on-time renewals at 98%.

> EDUCATION

Bachelor of Science

05/2023

Towson University

Towson, MD

Health Care Management

> CERTIFICATES

Microsoft Office Specialist: Excel Associate

02/2024

Certiport