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### **Education/ Licenses/Certifications/Awards**

- *University of Bridgeport* (2014) - Bachelor in general studies: *Major course work in Business Admin, Accounting, Management and Finance*
- *University of New Haven*– TOW Leadership Fellowship (2017)
- *EMT B License B1732131 (2001-2009)*

### **Organization Boards/ Membership/Affiliates**

- *Yale New- Haven Health Diversity, Equity, Inclusion & Belonging Council* (2018-2023)
- *University of New Haven*– TOW Leadership Alumni Board (2017-Present)
- *City of New Haven Youth Commissioner* (2016-2023) [www.cityofnewhaven.com/CSA/Departments/youth.asp](http://www.cityofnewhaven.com/CSA/Departments/youth.asp)
- *NANBPWC Inc- Elm City Club* (2016- 2023)
- HOPE Program Mentor -program participants are connected with one to one mentorship with managers and organizational leaders who are invested in their success.

### **Qualifications**

**Yale New Haven Health:** Patient Financial Access Counselor (06/2007 – Present)

#### **Responsibilities:**

- Responsible and accountable for coordinating the activities of the patient account from the point of initial contact through account resolution.
- Serve as the Department Liaison point of contact between the patient and Yale New Haven Hospital.
- Formulate solutions to respond and resolve non-clinical customer requests, issues, and problems, while meeting the changing demands and priorities of the hospital and third-party environments.
- Obtain benefits and insurance verification for patient accounts to secure third-party reimbursement.
- Financially counsel and guide patients, families, hospital staff and third-party affiliates through
- Identify the needs of patients, families, staff and constituents, develop relationships, reviewing discharge goals and prepare patient, family, staff with recommendations that align with the goals of existing and prospective clients.
- Properly manage my own workflow and follow up accordingly with DSS, DCF social workers, attorneys, conservators, etc. working a hybrid schedule
- Ensures notifications and necessary precertification are obtained and adequate to obtain maximum hospital reimbursement.
- Assist clinical staff with any issues regarding appeals, denials, or revenue reduction due to epic, insurance carrier or hospital related issues.
- Monitors and enforces compliance with Yale Hospital's Policies and Procedures, Hospital Standards, HIPAA regulations and Billing Compliance throughout all operational activities.
- Ensures accuracy to maintain the high quality and integrity of information.
- Effectively communicate, work closely and in collaboration with all levels of individuals, social organizations, patient, and family structures to ensure compliance to individual requirements to expedite the timely collection of the accounts receivable and protect the patient and the Hospital from unnecessary financial loss.
- Serve as a subject matter expert for the department,
- responsible for staying abreast of all federal, state and payer/carrier guidelines and regulations.

- Accountable for achievement goals, budget adherences and all financial aspects of accounts while maintaining a high level of customer satisfaction and confidentiality.
  - Accountable for addressing revenue cycle concerns, identifying, and resolving issues affecting billing.
  - Utilize effective communication and networking skills to track and provide information to ensure for timely billing and payment to be secured.
  - Take steps to identify and financially counsel the uninsured and underinsured.
  - Deliver advice through chart reviews and recommend strategies to help clients achieve financial and safe patient discharge goals.
  - Connect clients to resources.
  - Self-starter who effectively and efficiently manages time and capacity.
  - Builds and nurtures strong relationships, collaborates effectively with others to get things done.
- Yale New Haven Hospital/Patient Finance & Admitting Services: Bed Management Associate:**  
(05/2006 - 6/2007)

**Responsibilities:**

- Worked within a team-based organizational structure and following departmental algorithm and hospital guidelines, scheduled patient's bed assignment,
- critically evaluated the nature and urgency of scheduling requests, against input and output of staff, resources, and beds.
- Maintained an understanding and record of census statistics and patient movement.
- Monitored trends and accuracy through utilization of various quality assurance reports and projects.
- Prepared a variety of reports. Monitored the flow of information between multiple computer systems and decided when to use back-up systems.
- Established and maintained patient records.
- Served as a source of information to staff and clients on hospital policies, procedures, and activities.
- Scheduled and coordinated appointments, and client referrals.
- Resolved scheduling conflicts when necessary.
- Maintained an understanding and record of scheduling, census statistics and patient movement for a 1700 bed facility.
- Maintained a working knowledge of insurance and its impact on reimbursement.

**Hospital of Saint Raphael: Bed Control/Senior Registrar**  
(07/2000 - 01/2007)

**Responsibilities:**

- Handled highly confidential records while providing excellent customer service to patients, families, and medical staff.
- Served as point of contact by greeting and assisting patients with check-in process.
- Facilitated communication between various departments, staff, and outside entities.
- Organized patient records and database to facilitate information, storage, and retrieval.
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
- Answered incoming calls on multiline system, responding to inquiries by directing calls to appropriate personnel.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.
- Followed document protocols to safeguard confidentiality of patient records.
- Resolved customer complaints using established follow-up procedures.
- Worked with patients to ascertain issues and make referrals to appropriate specialists.
- Delivered support to medical staff in completion or review of patient paperwork, i.e., Patient release forms and transfer forms, death certificates, verification of valuables, etc.

- Scheduled and coordinated appointments.
- Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
- Worked closely with all levels of hospital staff, agencies, and organizations to resolve issues or concerns impacting patient census.

**City of New Haven Youth Commission: Youth Commissioner: 2017-Present**

**Responsibilities:**

- Said commission shall consist of eighteen (18) members selected pursuant to the provisions of this section and shall elect their own chairperson and may elect other officers as needed. Eighteen (18) citizens who have an interest and/or understanding of the needs of young people in New Haven; experience in programming around children and youth; and/or involvement with school or community activities.
- The mission of the commission consists of improving the quality of life of New Haven youth and advocating on their behalf. The duties of the commission are enumerated as:
- Identify the challenges, needs and concerns of youth in the City of New Haven through outreach to young people, parents and families, school administrators, community leaders, academicians, and others; identify and examine existing social, economic, educational and other barriers that adversely affect the quality of life for youth; and support, develop and propose programs that address identified needs and concerns.
- Create and develop a culture that supports youth in the city by: Enlisting the support and cooperation of different sectors of the community, including businesses, faith-based organizations, associations, youth organizations, government, management teams and others.
- Initiate and issue formal recommendations to the mayor and the board of aldermen for community-wide goals that address the social, economic, educational and recreational needs of youth; provide yearly reports to the mayor and board of aldermen on activities, accomplishments and goals met by July 1 of each calendar year effective July 1, 2008.
- Respond in a timely manner to requests for comments and recommendations on relevant issues referred to the commission by the mayor, board of aldermen, departments, agencies, committees and other relevant parties.
- Submitting recommendations to the mayor and board of aldermen about ways to facilitate opportunities for youth to participate in governmental processes and engage more fully in civic life; and organizing and/or sponsoring public forums around issues affecting youth where both young people and adults are encouraged to participate.

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**Greater New Haven Mentoring Collaborative supported by the Governor's Prevention Partnership: co-chair (10/2017 – 01/2020)**

**Responsibilities:**

- Ensure that the GNHMC functions properly by Planning and running regular membership meetings; Ensuring all matters are dealt with effectively; Bringing a level of impartiality and objectivity to the decision-making process; and regularly assessing internal performance and implementing changes if necessary to ensure long-term GNHMC endurance and success.
- Ensure that the GNHMC is managed effectively by Facilitating internal goal-setting and effective execution towards those goals within the GNHMC; Ensuring all goals of the GNHMC are being appropriately pursued with a similar level of allocated resources from participating providers; and working alongside mentoring partnership affiliate and funder, if applicable, to ensure responsibilities of the GNHMC are being appropriately fulfilled.

- Provide support to GNHMC stakeholders by Cultivating active stakeholder engagement and support for the principal objectives of GNHMC; Seeking and engaging additional stakeholders to participate in or otherwise support the GNHMC.
- Represent and advocate for the GNHMC by effectively communicating the vision and purpose of the GNHMC; Advocating for and representing the GNHMC at external meetings, events, and press opportunities; and being aware of current issues that might affect or enhance the work of the GNHMC.
- Ensure that there is full participation at meetings, relevant matters are discussed, and effective decisions are made and executed, that any sub-committees operate successfully.
- Assure that the GNHMC is well represented in the community.

**City of New Haven:** Lead Program Presenter, (Office of Substance Abuse and Prevention Program (OSAPP/BABES...Beginning Awareness Basic Education Studies) (01/1995 - 01/2007)

<http://www.partners-in-prevention.com/program/beginning-awareness-basic-education-studies-babes>

**Responsibilities:**

- Successfully assisted in the onboarding of new program presenters
- Assisted senior program manager in reaching new and diverse audiences through research to support the programs mission and goals.
- Functioned as Lead Presenter for the program, leading a team of 15 program presenters.
- Oversaw and instructed support staff. Gathered, compiled, and recorded data.
- Ensured that program's mission and goals were effectively communicated and represented to clients during presentations.
- Supported in the supervision of presenters during travel to and from scheduled destinations.
- Ensured the safety of program presenters and program participants at community sites.
- Worked collaboratively with a team to raise youth awareness, program's visibility, enhance prevention strategies and expand program's presence.
- Collaborated with workshop program presenters, youth organizations and communities.
- Obtained National Program Certification and training to present Program to outside Organizations.
- Serve as a spokesperson for program in telling stories that educated youth on prevention, equality, inclusion, empathy, and empowerment.