

NICOLE TAG



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610-223-6917

SKILLS

I have four years' experience in the drug and alcohol field. I have worked at the Penn Foundation and at the Caron Foundation in the admissions department, working with incoming families and clients. I have clinical focuses and did a graduation project on eating disorders and eating disorder awareness. I have experience working on the clinical side of treatment as well, completing Bio-Psycho-Socials and making DAP notes. I have experience in seeing the whole picture of addiction, from the hospital, to the pharmacy, to a person seeking treatment. I have experience in using the state program COMPASS system, Promise, and Navinet. I also am familiar with the charting programs EPIC, Sigmund and Provider. I have strong communication skills and writing skills, and I'm an extremely organized person.

EXPERIENCE

Admissions Associate

Caron Treatment Center - Wernersville, PA

December 2015 to Present

As an admissions associate, responsibilities included responsibility for all admissions arriving at Caron. Worked with families and patients to get them signed into treatment, while displaying empathy and compassion. Worked with families to collect funds and worked with patients to sign all legal paperwork. Programs used included Sigmund and bed boards. Responsible for covering the receptionist desk and duties as assigned, maintain a professional appearance and demeanor along with a positive attitude. Complete Breakthrough workshop assessment and financial screening and schedule patients for attendance at the workshop. Identify Breakthrough patients who need clinical screening prior to admission and gather CAST information for review. Educate all callers and utilize all financial options to fund their treatment investment to convert to an admission. Worked with clinical team on completing upfront patient work including Bio-Psycho-Socials and DAP notes.

Administrative Assistant

Penn Foundation - Sellersville, PA

June 2015 to December 2015

Job included answering phones and screening calls, screening and verifying insurance and insurance benefits, completing and assessing clients for a BPS eval, educate callers and utilizing financial options to fund their treatment, welcoming new clients and their families upon them walking in the door, ensuring admission paperwork is complete upon time of admission, help cover duties of receptionist when she is not available or out sick. Triage crisis calls, familiar with the 12 step theory and programs and also IOP, PHP, and dual diagnosis clients. Also have experience pre-certifying clients with insurance and also have knowledge of the PCPC form.

EDUCATION

DEGREE / DATE EARNED

MA in Human Services Counseling with Addictions and Recovery

Cognate

Liberty University

August 2016 to December 2017

Bachelors of Liberal Arts

Alvernia University - Reading, PA

2010 to 2014