

DANICA M. GRAHAM

Port Richey, FL | 941-875-2626 | ms.danicagraham@gmail.com

PROFESSIONAL SUMMARY

Results-driven Care Coordinator with 6+ years in healthcare and behavioral health, currently managing complex behavioral health member caseloads at Centene. Expert in SDOH assessments, motivational interviewing, and connecting high-acuity members with community resources and providers. Combines non-clinical care coordination experience with a strong foundation in applied behavioral analysis and special needs support. Seeking a remote behavioral health care coordination role to continue driving equitable access to care for underserved populations.

CORE COMPETENCIES

Behavioral Health Care Coordination Social Determinants of Health (SDOH) Motivational Interviewing
Health Risk Assessments Member Engagement & Outreach Community Resource Navigation
Managed Care (Medicaid) PHI/HIPAA Compliance EHR Documentation Care Plan Development
Clinician Collaboration Staff Training Applied Behavioral Analysis

PROFESSIONAL EXPERIENCE

Care Coordinator 2 — METS Program

2023–Present

Centene Corporation | Remote/Port Richey, FL

- Manage caseload of high-claims behavioral health members with SMI and co-occurring conditions, ensuring continuity of care and treatment engagement
- Conduct comprehensive SDOH assessments identifying barriers such as housing instability, food insecurity, and transportation access
- Perform HRA-style evaluations to assess member health status, treatment adherence, and unmet needs
- Apply motivational interviewing techniques to empower members in overcoming barriers to behavioral health treatment
- Research and coordinate community-based resources, behavioral health providers, and support services for each member
- Partner with assigned clinicians to develop holistic member profiles and coordinate appropriate interventions
- Track therapy engagement and recommend adjustments to care plans based on ongoing member progress

Program Coordinator I

March 2020–2023

Centene Corporation | Remote/Port Richey, FL

- Screened members for SMI program eligibility and educated on behavioral health benefits and available services
- Managed high-volume outbound member engagement calls, consistently meeting productivity and quality metrics
- Trained new coordinators on program workflows, compliance requirements, and member engagement best practices
- Built cross-departmental partnerships to improve referral efficiency and member experience
- Maintained PHI integrity across all systems and communications per HIPAA standards

Registered Behavioral Technician

Feb 2019–Feb 2020

Possibilities Northeast Inc. | Fort Wayne, IN

- Delivered 1:1 ABA therapy for children with Autism Spectrum Disorder and behavioral disorders
- Implemented behavior intervention plans, collected data, and collaborated with BCBAs on treatment adjustments
- Applied evidence-based strategies to improve communication, decrease problem behaviors, and build life skills

Home Health Aide

Jan 2017–Sep 2018

Best Care Providers Inc. | Port Richey, FL

- Provided comprehensive in-home care for paraplegic patients including vitals monitoring, mobility support, catheter care, and overnight monitoring
- Ensured patient safety, comfort, and dignity through compassionate hands-on care delivery

Special Needs Coordinator / Inclusion Specialist

2016–2018

Lake Placid Montessori Academy | Lake Placid, FL

- Led the Inclusive & Resource Strategies program, coordinating IEP-aligned support for students across the disability spectrum
- Managed personal care, behavioral support, and school-to-home transitions for special needs students

Help Desk Analyst / IT Support

Mar 2015–2017

Highlands Regional Medical Center | Sebring, FL

- Provided IT support in a hospital setting, managing access provisioning, troubleshooting systems, and maintaining PHI/HIPAA compliance

EDUCATION

High School Diploma — Pearblossom Private School, Inc. | Pearblossom, CA | 2007

CERTIFICATIONS

Registered Behavioral Technician (RBT) — Previous Certification

Certified Para-Professional 3 (Special Needs) — Active

CPR/First Aid — Previous Certification

Home Health Aide (HHA) — Previous Certification

REFERENCES

Available upon request