

# DANICA M. GRAHAM

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

## PROFESSIONAL SUMMARY

Versatile healthcare professional with 6+ years of experience spanning behavioral health care coordination, home health, applied behavioral analysis, and healthcare IT support. Currently serving as a Care Coordinator 2 at Centene, conducting SDOH and health risk assessments, motivational interviewing, and community resource coordination for high-acuity behavioral health populations. Proven ability to thrive in remote work environments while maintaining high standards of member engagement, documentation accuracy, and regulatory compliance.

## CORE COMPETENCIES

Care Coordination Behavioral Health SDOH Assessments Health Risk Assessments  
Motivational Interviewing Member Engagement Community Resource Navigation Managed Care  
HIPAA/PHI Compliance EHR Systems Medical Terminology IEP Compliance ABA Therapy  
Staff Training & Mentoring Home Health Patient Advocacy Customer Service

## PROFESSIONAL EXPERIENCE

### Care Coordinator 2 — METS Program

2023–Present

Centene Corporation | Remote/Port Richey, FL

- Coordinate comprehensive behavioral health services for high-claims members, conducting SDOH and HRA-style assessments to identify barriers to care
- Utilize motivational interviewing to build member rapport and support engagement in therapy and treatment programs
- Navigate and connect members with community resources, providers, and social services based on individual needs assessments
- Collaborate with clinical teams to ensure holistic, member-centered care plans and appropriate levels of intervention
- Maintain thorough documentation of assessments, outreach, and care coordination activities in compliance with organizational and regulatory standards

### Program Coordinator I

March 2020–2023

Centene Corporation | Remote/Port Richey, FL

- Managed member screening, eligibility determination, and benefits education for behavioral health programs
- Conducted high-volume telephonic outreach, meeting engagement targets while delivering quality member interactions
- Trained and onboarded new coordinators on systems, workflows, and compliance protocols
- Maintained cross-departmental partnerships to streamline referrals and improve program efficiency

### Registered Behavioral Technician

Feb 2019–Feb 2020

Possibilities Northeast Inc. | Fort Wayne, IN

- Provided 1:1 ABA therapy to children with Autism and behavioral disorders, implementing treatment plans and collecting behavioral data

- Partnered with BCBA's and families to ensure consistent, evidence-based interventions across settings

### **Home Health Aide**

Jan 2017–Sep 2018

*Best Care Providers Inc. | Port Richey, FL*

- Delivered in-home personal care for paraplegic patients including vitals, mobility assistance, catheter care, and overnight monitoring
- Maintained patient dignity and safety through compassionate, round-the-clock care

### **Special Needs Coordinator / Inclusion Specialist**

2016–2018

*Lake Placid Montessori Academy | Lake Placid, FL*

- Coordinated the Inclusive & Resource program, implementing IEP requirements and managing personal care for special needs students across all functioning levels

### **Help Desk Analyst / IT Support**

Mar 2015–2017

*Highlands Regional Medical Center | Sebring, FL*

- Provided frontline IT support in a hospital environment, troubleshooting systems and maintaining HIPAA-compliant access management

### **Para-Professional 3 / Food & Nutrition**

Sep 2013–Mar 2015

*School Board of Highlands County | Sebring, FL*

- Supported special needs students through IEP implementation, personal care, and therapy session transportation

### **Owner/Operator**

Apr 2009–Nov 2014

*Debbie's Cleaning Service | Tucson, AZ*

- Built and operated a residential/commercial cleaning business, managing all client relations, scheduling, and business operations

## **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*