



TAWANA HORTON, MHSM

LEARNING FACILITATOR

ABOUT ME

With over 10 years of managerial experience in healthcare and case management, Mrs. Horton has led a variety of healthcare and process improvement initiatives for insurance companies, claims centers, public health organizations, and colleges. She believes that healthcare professionals must know the business administration aspect of each healthcare facility in order to deliver a high-quality patient experience and meet organizational goals. Ms. Horton's primary purpose and focus is to create a culture of excellence by sharing her knowledge and expertise to help cultivate the minds of the individuals she serves within the community and corporate population.

EXPERIENCE

Learning Facilitator, edOpp Solutions LLC

Delivers innovative, intensive, and interactive multi-day/weeklong **Workforce Development (WD)** learning programs and experiences in a defined area of expertise to meet the needs of an identified client or community partner. Utilizes a variety of teaching methods and materials which are appropriate for adult learners with diverse educational backgrounds, experiences, and learning styles. Continually improves the quality of instruction by researching and utilizing innovative methodologies, techniques, and delivery methods. Shares personal experiences and stories relevant to the subject matter to further support comprehension and real-world application. Researches literature and other materials to assure learning programs and experiences are developed to the most current evidence-based practices in the subject of the learning program. Evaluates adult learners to measure their progress in achieving training/course objectives and encourages student reflection over learning progress. Strengthens student relationships by teaching to the heart, mind, and spirit. Champions edOpp Solutions to client and community partners.

Membership Analyst, BlueCross BlueShield of South Carolina

Responsible for the development and accuracy of benefit contracts to ensure the group meets required guidelines. Analyze group specific data designed for employee health programs and benefit plans. Communicate complex information with understanding to a variety of audiences.

Customer Service Coordinator, Palmetto GBA

Implemented the adoption and meaningful use of interoperable health information technology (HIT) and qualified electronic health records (EHRs) to improve performance in medical practices. Trained and provided employees with the methods to execute the meaningful usage of electronic health records (EHRs). Evaluate the effectiveness of health care services provided to community care clients. Responsible for administering Part A of the Medicare Service Contract and handled confidential case files.



LEARNING PHILOSOPHY

"I believe through higher learning educational strategies and methodologies, an individual will be granted with the vital tools and skills necessary to build an educational foundation that is successful and prominent within the community."

EDUCATION

Webster University

Master's Degree

*Health Services Management/
Public Health*

South Carolina State University

*Bachelor's of Arts
Professional Biology*

CERTIFICATIONS

Certified Medical Administrative
Assistant - National Healthcare
Association

EXPERTISE

Public Health Education
Health Care Services & Programs
Health Benefit Plans
Electronic Health Records
Medical Terminology
Health & Wellness Initiatives
Case Management
Problem Resolution
Customer Service and Sales
Negotiation
Adult Learning

FUN FACTS

"My favorite snack is french fries.
Its a major weakness."