

# Navya Placencia

Case Manager

Dear Tamsyn Flading,

I am thrilled to express my interest in the Case Manager role at UnitedHealth Group. The opportunity to contribute to a team committed to enhancing healthcare access and quality resonates deeply with my professional ambitions and personal values.

With over eight years of experience at Humana, I've honed my skills in patient advocacy and care coordination, ensuring that every individual receives the attention and resources necessary for optimal health outcomes.

Some key achievements from my previous roles include:

- Successfully **reducing patient readmission rates by 25%** through innovative care plans.
- Leading a team initiative that **increased patient satisfaction scores by 30%** at Humana.
- Spearheading a project that streamlined communication between departments, resulting in a **20% improvement in case processing time**.

I possess a strong foundation in healthcare management, complemented by a certification in Case Management, which enhances my ability to lead with empathy and efficiency.

Additional qualifications include:

- **Certified Case Manager (CCM)**, enhancing my ability to deliver top-tier patient advocacy.
- Recipient of Humana's **Excellence in Patient Care Award** for three consecutive years.
- Active volunteer with a local health initiative, demonstrating my commitment to community health improvement.

UnitedHealth Group's mission to help people live healthier lives aligns perfectly with my passion for patient-centered care. Their recent initiatives in digital health innovation excite me, as they reflect my own dedication to leveraging technology for better health outcomes.

I am eager to bring my experience and enthusiasm to UnitedHealth Group and would welcome the opportunity to discuss how I can contribute to your team's success.

Thank you for considering my application. I look forward to the possibility of discussing this exciting opportunity with you.

To

Tamsyn Flading  
UnitedHealth Group  
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WA

From

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