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**BAC-9125**

### Contact Information

|                 |                         |                                       |                  |
|-----------------|-------------------------|---------------------------------------|------------------|
| Contact Name    | Christine Humphrey      | Home Address                          | ██████████       |
| Preferred Phone | 720-431-0187            | Home City                             | Denver           |
| Preferred Email | ashfordchris@icloud.com | Home State                            | CO               |
| Other Phone     |                         | Home Zip                              | 80246            |
| Other Email     |                         | County                                | denver           |
| DOB             | ██████████              | Hispanic or Latino origin or Descent? | No               |
| SSN             |                         | Race/Ethnicity                        | African American |
| Gender          | Female                  | Other Ethnicity                       |                  |
| Other Gender    |                         | Salutation                            | Mrs.             |

### Board Information

|            |                                         |                                    |
|------------|-----------------------------------------|------------------------------------|
| Board Name | Commission for People with Disabilities | Other boards or commissions served |
| Status     | New                                     |                                    |

### Work Information

|                  |                                                             |              |                   |
|------------------|-------------------------------------------------------------|--------------|-------------------|
| Employer         | VHA Office Of Community Care @ Health Administration Center | Work Address | 3773 Cherry Creek |
| Position         | Contact Representative                                      | Work City    | Denver            |
| Business Phone # | ██████████                                                  | Work State   | CO                |
| Work Email       |                                                             | Work Zip     | 8029              |

### Additional Information

|                                  |        |                           |    |
|----------------------------------|--------|---------------------------|----|
| Are you a registered voter?      | Yes    | Objection to appointment? | No |
| If so, what county?              | Denver | Special Information       |    |
| Denver City Council District No  | 1      | Registered Lobbyist       | No |
| Conflict of Interest Explanation |        | Conflict of Interest      | No |

### Education and General Qualifications

|                                 |                     |                                     |
|---------------------------------|---------------------|-------------------------------------|
| Name of High School             | Harding High School | Name of Graduate School             |
| Location of High School         | Charlotte           | Location of Graduate School         |
| # of Years Attended High school | 4                   | # of Years Attended Graduate School |
| Did you Graduate                | Yes                 | Did you Graduate                    |

High School

Graduate Major

Name of College SNHU  
Location of College  
# of Years Attended College  
Did you Graduate College  
Undergrad Major

Reference Details

Reference Name #1 Cooper, Alicia D. Reference Email #1  
Reference Phone #1 [REDACTED] Reference Address #1

Reference Name #2 Reference Email #2  
Reference Phone #2 Reference Address #2

Reference Name #3 Reference Email #3  
Reference Phone #3 Reference Address #3

Agree to a background check ☒

Owner Esther Lee Leach

Created By Denver Integration, 10/19/2023 2:53 PM  
Last Modified By Jason Armstrong, 4/16/2024 10:20 AM

Notes & Attachments

ChristineE.\_Ashford\_Resume\_10 (002).pdf

|               |                           |
|---------------|---------------------------|
| Type          | Attachment                |
| Last Modified | Denver Integration        |
| Description   | <a href="#">View file</a> |

ChristineE.\_Ashford\_Resume\_10 (002).pdf

|               |                           |
|---------------|---------------------------|
| Type          | Attachment                |
| Last Modified | Denver Integration        |
| Description   | <a href="#">View file</a> |



# CHRISTINE E. HUMPHREY

## Summary

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Accommodating Eligibility Enrollment Verifications (EEV) Customer Support Specialist seeking to enter human resource department. Veteran eccentric representative with documented history of exceeding customer and patron expectations. Calm and composed in stressful situations with successful record of reducing customer dissatisfaction through acknowledgment, decisive communication and focused solutions.

## Skills

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- Interpersonal Skills
- Payment Processing
- Verbal and Written Communication
- Customer Relationship Management
- Data Entry
- problems solving
- Proficiency in Micro Software Dynamics
- Proficient VBMS, VIS, CXM, CRM, SHARE, Microsoft, Teams, Share Point
- Complaint Resolution
- Training and Development
- Collaboration
- Critical Thinking
- Performance Monitoring
- Training Experience
- Technical Support
- Skilled in analytical thinking, problem solving, and process improvement.
- Skilled in providing excellent customer service.
- Ability to communicate orally and in writing in a thorough, clear, and professional manner.
- Ability to consistently implement program, department and organizational policies and procedures.
- Ability to work efficiently both independently and in a team environment.
- Ability to treat all individuals with courtesy, dignity, empathy, and respect; consistently displays courteous and respectful verbal and non-verbal communications.

## Experience

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Rep | VHA Office Of Community Care @  
Health Admin | Denver, CO  
**CHAMPVA Contact Representative**  
**Pos:91135400/GS5-5**  
*03/2020 - Current*

- Reading legal documentation extracting information, making legal determinations on eligibility for Civilian Health and Medical Program Veteran Administration (CHAMPVA) / Foreign Medical Program (FMP).
- Entering clients information into databases for further review. Reviewing Veteran disability ratings information for sponsorship and eligibility status.
- Using tools and systems such CRM, VBMS, VIS, SHARE, DAPER & VISTA LIVE, to confirms eligibility requirement for Veterans and family members. Under 38 USC Chapter 35 & chapter 31 public law codes.
- Proficient and skillful Knowledge of federal and Colorado statutes, legislative initiatives and regulations, as well as federal, State and local policies.
- Demonstrating while mentoring team mates on how to optimize resources and improve delivery time with productivity. While offering troubleshooting tools to common systems issues.
- Updating enrollment and eligibility information for customers in a computer database.
- Determines the most appropriate guidelines to follow based on the nature

of specific assignments; reconstructs incomplete files through file cleanup by requesting missing documentation and updating the files when received.

- Prioritizes workload with assigned tasks for timely completion. While working documentation such as applications and miscellaneous as CRM task.
- submission of interdependent request for caregiver program to assist in actions to process car application
- Review files for overpayment of CHAMPVA benefits and process recoupment in accordance with federal guidelines. Research to make determinations regarding what payments should be recovered.
- Process and check applications regarding the Foreign Medical Program(FMP). To determine if the applicant is eligible for coverage. Proficient with VIS, SHARE, VBMS, DEERS, & VISTA. Micro Soft Dynamic CXM and CRM
- Determines if documentation is acceptable to substantiate benefit coverage. As a duty to assist, reviews enrollment documents for duplicate detection, missing, or discrepant data.
- Drafts legal correspondence to Veteran and or Health Care Provider, to assist in gathering documents pertinent to eligibility.
- Issues denial letters to Veterans to include their rights regarding the appeal process.
- Offers professional mentorship to coworkers & Supervisor, while maintaining a good ethical conduct.
- Follows all departmental guidelines, and organizations policies.

Rocky Mountain Regional Medical Center  
VA | Aurora, CO  
**Veterans Affairs, Attendance &  
Timekeeper Pos:91313**  
06/2018 - 03/2019

- Managed payroll data entry for 200+ Title 38 nursing staffing team-members. Assisting Sectional supervisor with organization policy as well as payroll law on processing leave and pay.
- Directly responsible for 10+ VATAS Timekeeper under inpatient service. Providing new time keepers with VATAS training, Ensuring nursing services 4000 time cards were accurately complete all processed in a timely manner meeting the deadline.
- Responsible for keeping the supervisor informed of any timecard issues, along with any situations that may be cause for action by the supervisor..
- Assisted Nursing Leadership by mentored new onboarding timekeepers training..
- Provide VATAS training as needed to Nursing staff, new employees as well as current employees as directed by the Supervisor.
- Provide guidance to employees on employees responsibilities of entering employee data as directed by the organization new updated policy for HR, Supervisor, and organizational policy..
- Mentored new timekeepers on payroll laws, regulations and organization policies to reduce onboarding time.
- Maintained positive working relationship with fellow staff and management. Communicating clear and Precise processing regulation.
- Uninformed authority for organization policy, ethics, payroll laws and integrity, were vital in the transitioning and integration of the new payroll system.
- Answered questions and fulfilled requests with friendly and knowledgeable service.
- Researched and resolved employee payroll questions and issues via email, phone and in person..

- Collaborated with employees and supervisors to immediately resolve discrepancies in timesheets.
- Supported payrolls, driving timely and accurate payment of employee wages.
- Worked closely with human resources (HR) to safeguard confidential employee data.
- demonstrating and delivering Knowledge of federal and Colorado statutes, legislative initiatives and regulations, as well as federal, State and local policies.
- Maintained and updated database for invoicing and accounting reconciliation..
- Performed calculations in overtime, vacation, and sick hours to provide accurate data to payroll processing database.
- Verified and submitted timekeeping information for accurate and efficient payroll processing.
- Maintained strict confidentiality of all payroll information and records.
- Confirmed compliance with all applicable federal, state, and local payroll laws and regulation

Rocky, Mountains Region Medical Center  
(VA | Denver, CO)  
**Medical Support Assistant**  
**Pos:91313114/GS-4/GS-5"**  
07/2016 - 09/2018

- Guided patients to room, recorded vital signs, discussed patient medical history and entered information for physician or other clinical staff to review.
- Supervised, trained and coached team of medical assistants.
- Set up, cleaned and stocked examination rooms with medical supplies.
- Prepared daily charts by creating and updating electronic health records system data prior to patient visits.
- Assisted patients with registration, new patient paperwork and check-out process.
- Closed and submitted patient insurance claims at end of shift.
- Documented notes during patient visits.

Rocky, Mountains Region Medical Center  
(VA | Denver, CO)  
**Certified Nursing Assistant In Training**  
06/2014 - 06/2016

- Helped maintain welcoming environments for families, visitors and individuals under care.
- Taught new CNAs how to complete ADLs and basic support work.
- Guided CNAs to complete work according to state standards, HIPPA requirements and internal practices.
- Assisted with nursing duties in short-staffed areas.
- Documented information in patient charts and communicated status updates to interdisciplinary care team.
- Cleaned medical equipment or facilities.
- Supported administration staff with records requests to support patient care.

## Education and Training

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Southern New Hampshire University | Hooksett, NH  
**Bachelor of Science** in Human Resource Management  
*Expected in 12/2024*

Community College of Aurora | Aurora, CO  
**Associate of Arts**

## Lean Six Sigma Project

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- Lean Six Sigma Yellow Belt lead the reinstatement reminder of healthcare policy and processes project (RHPP) reminding Title 38 staff of HIPPA policies and violations.
- Spearheading and identified a patient safety issue, Joint Commission on Accreditation of Hospital (JCAHO) violation and HIPPA violation.
- Headed re-educating nursing staff while implementing a new safety protocols safe guarding patients personal information.
- Lean Six Sigma Green Belt assists RMR VA Nursing to integrate a new payroll system VASTA. Instrumental in employee development.
- Worked directly with nursing Leadership, many times one on one training old practice -vs-unlawful practice
- Educated on payroll law, Office of Personnel Management (OPM) and DFAS. Answering questions an reaching verifiable law code to support decisions.
- Orchestrated and save RMR VA million for dollars, by identifying waste, fraud and gross mismanagement.
- Initiating and establish training where needed/ directed by leadership and identify healthcare shortcomings before they become an area of concern.

## Special Project Reshaping Project

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- PEGA UAT- As a User Acceptance Tester(UAT) volunteered worked task using PEGA software for two weeks testing and offering candid opinion on functionality and defects in the new system that could negatively impact performances or hurt users experience. Application modernization,can turn ineffective, tedious task into seamless and automatic process, for Eligibility Enrollment Verification(EEV).
- All Employees Survey (AES) was a great collaboration, communication between leader ship and staff. The survey identified three opportunities for improvement in which were employee recognition, employee respect, and employee engagement. We actively participated in work education and educating VFMP supervisor the value of extending trust by expecting supervisors to meet with the Frontline staff, at least for midterms and final appraisal training to all.
- Veteran Attendance Time Assists System(VATAS). VATAS was a 4 weeks of payroll integrations training system. That modernized the Department of Veterans Affairs employees time and attendance. Return investment was to help train others such as leadership, supervisor and government staff to the organization standard. Holding all accountable for their actions.

## References

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- Debra D Martinez
- Cynthia Taylor
- Karissa D Stewart
- Scott Uyeoka

## Professional Leadership Development

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**Certification (Franklin-Covey's Project Management)** Spearheaded an identified project within VHA /CHAMPVA development as an Eligible Enrollment Verification (EEV) Contract Representative. Identifying non-compliances issues that would caused the organization a financial disruptions with possible fines and penalties. As I cultivated relationships and collaborated with team members, front line supervisor, department Chiefs and other organization departments such as program analyst(PA's). Seeking to move CHAMPVA, from non-compliance to compliant by implementing a peer-to-peer and fount line supervisor training Program. By establishing a standardized training program. That will utilizing years of employee knowledge of application based process for basic eligibility for Ch US 35 benefits. Taking the most efficient and economical way to compliance. While developing employees knowledge base of CHAMPVA policies while improving productivity. Saving the organization millions in retraining in a new remote environment. That allows for lower labor costs (wages, salaries, benefits) paid to internal training staff and any technology and third-party vendor spending related to employee training. By training employees any where,no matter the location. Giving employees control and flexibility, along with input in training and development. Saving time while effectively using remote tools.