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Rice Rehab
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**Professional
Experience**

2015-Present, Vocational Case Manager, Rice Rehab

- Expertise in working with Longshoremens' Act, LTD, STD, FELA and Workers' Compensation in Washington, DC, Maryland, Pennsylvania, West Virginia, Virginia and Delaware
- Provide case management services appropriate to the individual's needs and the Workers' Compensation Laws of the appropriate state
- Maintain contact with carriers, employers, regulatory agencies, medical care providers, and others involved in the case
- Provides services with integrity and honesty, following the ethical tenants provided by CRC and CCM

**2004 to 2015, Case Manager, Coventry Workers' Compensation
Formerly Concentra**

- Responsible for meeting with claimants and conducting a detailed initial vocational evaluation
- Provided case management services appropriate to the individual's needs and the Workers' Compensation Laws of the appropriate state
- Maintained contact with carriers, employers, regulatory agencies, medical care providers, and others involved in the case
- Expertise in working with Longshoremen's' Act, LTD, STD, and Workers' Compensation in Washington, DC, Maryland, Pennsylvania, West Virginia, Virginia and Delaware
- Performed detailed job analysis and recommend appropriate modifications based on the physical capacities of the individual
- Prepared clear, concise, comprehensive and timely reports in accordance with customers' guidelines and state law
- Experienced in performing home based psychological evaluations, Transferable Skills Analyses, and Labor Market Survey's
- Mentored and assisted with training new staff
- Presented information to colleagues in staff meetings with regard to the use of Job Analysis in workers' compensation and the tenants of LTD
- Presented nationally to colleagues with regard to innovative job development activities

1996 to 2004, Branch Manager, GENEX Services, Wayne, PA

- Promoted twice in two years from Vocational Case Manager to Case Management Supervisor in 1997 and then to Branch Manager in 1998
- Edited 25 reports per day written by nurses and vocational staff in the workers' compensation area and LTD for submission to area insurance companies
- Built rapport with physicians in the Tri-state area, working collaboratively to develop appropriate treatment plans and to create panel physician lists for customers ensuring that quality physician's and facilities were recommended
- Managed the Philadelphia and Harrisburg operations, a 4.5 million dollar business
- Provided total supervision, evaluation, and performance projections of a staff of over 35 employees. This was an interdisciplinary team of nurses, vocational case managers, and clerical staff
- Supervised team of specialized nurses engaged in catastrophic case management activities
- Managed highly trained nurses engaged in completion of Life Care Planning and Cost of Care Projects for setting reserves or case settlement
- Provided direct supervision to field staff ensuring that all aspects of the case management process were effectively achieved. Increased ROI for customers by two dollars per quarter
- Routinely evaluated the profit loss statement in order to provide a 10% savings over previous year's company expenses thereby increasing bottom line growth
- Exceeded company expectations for quality assurance by achieving the highest yearly audit score in the Northeast Region for three consecutive years
- Marketed key accounts in order to increase referrals in the Tri-state area
- Conducted educational and training seminars for attorneys, insurance adjusters, and GENEX staff
- Ensured compliance with URAC regulations by achieving 100% compliance with all their regulations for the last six years
- Monitored all billing for both branches to ensure that customer guidelines are followed and that billing is accurate
- Provided vocational evaluations and counseling within the tenants of individual disability policies for executives and medical professionals

1992 to 1996, Regional Supervisor Tri-State Rehabilitation Group, Pittsburgh, PA

- Held responsibility for interviewing, hiring, and training of employees
- Supervised a professional staff of four, two nurses, and two master level counselors
- Implemented training course for new recruits — speeding profitability
- Developed new product lines to increase the company's presence in the market
- Assisted with marketing existing and new product lines
- Carried a case load of 30 to 40 vocational claimant's developing rehabilitation plans or providing job development services in accordance with Pennsylvania and West Virginia State Workers' Compensation Laws

1990-1992, Vocational Rehabilitation Specialist Behavioral Neuropsychology Associates, Pittsburgh, PA

- Marketed services to area business using current tax laws to encourage participation in the Integrated Competitive Employment Program
- Performed vocational counseling with individuals who had learning disabilities, head injuries, or psychological disabilities
- Interpreted neuropsychological test results in order to assist individuals with their vocational pursuits

Education

1992 Memphis State University MS, Vocational Rehabilitation
1989 Delta State University BS, Psychology

Certifications

CRC, CCM, MCRSP

Awards

1996 GENEX Star Search, Achievements in the field
1998 Jaycees Outstanding Officer
2000 GENEX Stellar Branch North East Region
2002 GENEX Stellar Region