

Suzanne Silver & Associates

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Professional Experience

**Fidelis, New York
Managed Care Company
07/2010 – Present**

Clinical Care Manager for Out-Patient Treatment

- Review treatment reports, diagnosis, symptoms, psychotropic medications, interventions, treatment goals, discharge plan and conduct clinical reviews with providers to assess for medical necessity and authorizing additional outpatient services.
- Evaluate patients' clinical presentation and response to Chemical Dependency Intensive Outpatient Programs, Homecare and Outpatient Electroconvulsive Treatments (ECT), determine medical necessity and clinical appropriateness, authorize additional visits and ongoing treatment.
- Review diagnosis, symptoms, psychotropic medications, interventions, goals, discharge planning and medical necessity with Medical Director and/or PA advisor.
- On Call Hotline Crisis Calls. Provide thorough clinical evaluations and interventions for on call crisis calls to assess and make referrals to the appropriate level of care.

**National Parents' Rights Association (NPRA), NY/GA
The Family Therapy Center
05/1994 – 07/2010**

Clinician

- Meet with clients to ascertain background information and provide therapeutic services to both the client and the child/children.
- Provide clinical evaluation and family consultation with regard to offering goals on fostering a relationship between the parent and the child/children.
- Provide individual and family therapy for adults, children and their families.
- Counsel parents on the goals of attaining a good relationship with their child/children.
- Prepare and submit psychological reports to the court containing my findings on evaluation in order to assist the courts in making its determination.
- Testify in court to substantiate the findings on my evaluation.

- Interact with attorneys, court officials and other professionals in my field to collaborate on the proper guidance and therapeutic services to be provided to the child/children and their families.

Managed Health Network, NYC
Managed Care Company
03/1999 – 11/2008

Clinical Care Manager for Out-Patient and IN-Patient Treatment

- Evaluate patients' clinical presentation telephonically using the Crisis Intervention Model and refer to appropriate level of care; in-patient psychiatric, drug and alcohol detox, rehab, out-patient mental health.
- Assess patients' clinical presentation and treatment plan, streamlining treatment goals in coordination with facility staff for high levels of care: in-patient, partial hospitalization and intensive out-patient.
- Review diagnosis, symptoms, psychotropic medications, interventions, goals and discharge plan with medical director and in-case conference.
- Educate facilities and patients about managed care, benefit information and treatment process.

Gracie Square Hospital, NYC
Psychiatric Hospital
11/1997 – 02/1999

Relocated with supervisor of previous job to become the Program Coordinator of the Young Adult and Geriatric Unit of this facility

- Collaborated with interdisciplinary team including the Chief Psychiatrist and Head Nurse to formulate individual treatment plans for patients.
- Initiated and organized changes to enhance unit's optimal work performance.
- Led monthly team meetings to evaluate and better serve special needs patients.
- Provided individual, group and psychoeducational treatment for patients and their families identifying coping skills, discussing treatment and aftercare planning.

Merit Behavioral Care, NYC
Managed Care Company
01/1997 – 11/1997

Clinical Care Manager for Special Unit focusing on Crisis Intervention for High Risk Callers

- Primary care manager for the Crisis Unit assessing callers' needs and determining the appropriate referrals by reviewing acuity, symptoms and biopsychosocial assessments.
- Evaluate symptoms, diagnoses, interventions and goals with Medical Director and in-case conference.

St. Vincent's Hospital, Harrison, NY
Psychiatric Hospital
07/1995 – 01/1997

Utilization Reviewer for Five Out-Patient Ambulatory Programs

- Facilitated certification of patient's treatment by acting as liaison between the hospital and the managed care companies.
- Reviewed out-patient charts for all five programs to ensure authorization of treatment.
- Evaluated patients facilitating the best treatment options: in-patient, out-patient and community referrals.
- Collaborated on two research teams measuring the quality of in-patient care and the follow-up on out-patient care to avoid patient recidivism

Related Experience

New York University Medical Center – Rusk Institute, NYC
1990 – 1992

- Emergency Room, Crisis Intervention

American Suicide Foundation, NYC
1991 – 1992

- Teenage Suicide Committee, Coordinated charity events

Henry Street Settlement Family Urban Shelter, NYC
1989 – 1991

- Performing Arts Program for battered children.
- Coordinated theatrical performances and provided exercise and dance therapy for children ages 8 to 16.

Education

- School of the Healing Arts, NYC, Ordained Minister (2004)
- National Institute for the Psychotherapies, NYC (1999)

- Columbia University, NYC, MSW, CSW (1994)
- New York University, NYC, BSW (1993)

Membership

- NASW
- AMMFT