



**Heidi Hamm, RN, BSN, CCM** is currently employed with Humana at Home.

She holds a Bachelor's Degree in Nursing and Business Administration from the University at Buffalo and is currently pursuing MBA studies with a concentration in Healthcare Management at the University of Scranton.

**Career highlights include:**

- Extensive knowledge of Medicare fee-for-service, commercial, and managed care operations including utilization review, benefit determinations, appeal grievances, accreditation processes, and disease/case management.
- Over five years of successful clinical managerial/leadership experience.
- Experience with curriculum development and training of clinical and non-clinical personnel in a call center environment.
- Clinical liaison for development of new utilization review and disease management software.
- Six Sigma trained. Participated on performance improvement, quality initiative and accreditation committees.
- Eight years of acute care experience, specializing in critical care.