

La Tonya Jackson

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SUMMARY

Seasoned Addiction Counselor with 17 years of diverse experience in substance abuse counseling, case management, and mental health services. Skilled in biopsychosocial assessments, treatment planning, and facilitating individual/group therapy sessions. Seeking to leverage expertise as a Substance Abuse Counselor to support recovery and wellness.

WORK EXPERIENCE

Genesis Treatment Services

Westminster, MD

Addiction Counselor/Mental Health Therapist

Jan 2025 - Temporary

- Conducted comprehensive assessments to evaluate clients' substance abuse history and mental health status, leading to the development of personalized treatment plans.
- Facilitated individual and group counseling sessions, employing evidence-based therapeutic techniques to support clients in their recovery journey.
- Collaborated with multidisciplinary teams, including medical professionals and social workers, to coordinate care and ensure holistic support for clients.
- Educated clients and their families about addiction, recovery processes, and coping strategies to foster understanding and encourage supportive environments.
- Maintained detailed and confidential client records, documenting progress and treatment outcomes to inform ongoing care and comply with regulatory standards.
- Organized and led workshops and educational programs aimed at preventing substance abuse and promoting mental health awareness in the community.
- Provided crisis intervention and emergency support to clients in distress, ensuring immediate and appropriate responses to critical situations.
- Monitored and evaluated clients' progress, adjusting treatment plans as necessary to address evolving needs and goals.
- Participated in continuous professional development and training to stay current with best practices in addiction counseling and mental health care.

University of Maryland Medical Center

Addiction Counselor

Mar 2022 - Jan 2025

- Conducted comprehensive screenings and assessments to evaluate patients' suitability for treatment programs, identifying their strengths, weaknesses, and needs.
- Developed tailored treatment plans in collaboration with patients, setting immediate to long-term goals and selecting appropriate treatment methodologies.
- Facilitated individual and group therapy sessions, orienting patients to program objectives, risk behaviors, addiction recovery, and relevant health information.
- Delivered crisis intervention services and maintain meticulous patient records, ensuring responsive care during episodes of acute distress.

Institute for Behavioral Resources

Addiction Counselor

Apr 2021 - Dec 2021

- Delivered comprehensive individual and group counseling, facilitating growth in crisis management and coping strategies, ensuring consistent patient progress.

- Executed thorough initial assessments and Bio-psychosocial evaluations to determine patient eligibility for services, optimizing treatment entry processes.
- Engaged in interdisciplinary collaboration with healthcare professionals to tailor patient care plans, enhancing the efficacy of therapeutic interventions.

The Orenda Center of Wellness

Case Manager/ Addiction Counselor

Jul 2019 - Apr 2021

- Conducted comprehensive assessments of client needs and collaborated with interdisciplinary teams to develop and monitor personalized treatment plans, ensuring progress towards recovery goals.
- Provided empathetic counseling and crisis intervention to clients, addressing their physical, mental, and emotional wellness, and facilitated the integration of support networks including family and healthcare professionals into their care strategies.
- Diligently maintained client documentation, recording all interactions and services rendered, and managed the accurate submission of billing documents to uphold meticulous case files.

Bon Secours Outpatient Mental Health Clinic

Baltimore, MD

Mental Health Authorization Coordinator

Feb 2018 - Aug 2019

- Coordinated initial insurance authorizations and monitored concurrent Outcome Measurement Surveys to secure coverage for various mental health programs, enhancing the clinic's operational efficiency.
- Ensured accurate insurance eligibility and benefits coverage by utilizing web-based verification systems and direct communication with insurance carriers, facilitating informed patient financial responsibilities.
- Collaborated with the Finance Department to manage and communicate service denials, contributing to the resolution process and maintaining clear communication with clinic leadership and staff.

Salisbury Behavioral Health

Baltimore, MD

Revenue Cycle Specialist/ Intake Specialist

Jul 2013 - Feb 2018

- Verified insurance coverage and benefit levels, ensuring accurate claim adjudication and maintaining routine communication with site managers for necessary billing information.
- Diligently followed up on unpaid claims, resolving denials from commercial, Medicaid, and Medicare sources by investigating and addressing the causes of rejection.
- Coordinated with healthcare providers to facilitate the research of authorizations and expedited processing of pending claims, contributing to efficient revenue cycle management.
- Entered accurate diagnostic and procedural codes using ICD-10, HCPC, and CPT references, and assisted in generating financial reports to monitor and address outstanding revenue issues.

EHP Behavioral Services, LLC

Baltimore, MD

A/R Collection Specialist (Team Lead)

Jun 2011 - Aug 2013

- Managed the full cycle of Accounts Receivable, ensuring timely reimbursement by resolving payment issues and systematically following up on open claims with consistent criteria.
- Enhanced revenue streams by recognizing and reporting opportunities for improved charge capture to the billing supervisor, identified during the follow-up processes.
- Maintained the integrity of self-pay receivables by documenting follow-up activities, updating patient demographics, and resubmitting claims in adherence to payer filing deadlines.

Bravo Health

Baltimore, MD

Patient Account Analyst

Aug 2006 - Aug 2011

- Analyzed and translated patient information into medical codes, ensuring accurate reimbursement for healthcare services.
- Processed and resolved complex insurance claims in Facets, including coordination of benefits, retractions, and appeals.

- Conducted data analysis and generated reports using SQL, while maintaining network infrastructure and resolving digital storage issues.

EDUCATION

McDaniel College	Westminster, MD
Master of Mental Health Counseling	Dec 2021
Strayer University	Baltimore, MD
Bachelor of Business Administration	Jun 2017
Fortis College	Baltimore, MD
Associate of Applied Science in Business Management, Specialization: Human Resources	Aug 2014
Medix Fortis Institute	Baltimore, MD
Medical Billing and Coding Certificate	Jun 2012

CERTIFICATIONS

License Graduate Professional Counselor, Maryland Board of Counselors	2024
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SKILLS

Budgeting • Excellent Verbal and Written Communication • Microsoft Word • Epic • Excel • Power Point • Data Entry
• OMS Value Options/Beacon Health and Billing