

Jeannie Thompson



For 8.5 years I worked for Blue Cross and Blue Shield of Minnesota. I was a Customer Service Representative. After five years I was promoted to a Senior Customer Service Representative. Working in this office gave me a wide variety of duties. There were many older customers who came to the office who were covered under Medicare supplements. They would bring in their Medicare Explanations of Benefits, Blue Cross Explanations of Benefits, and statements. It can be quite confusing for consumers to know if they have to pay a bill or not. I would go over their statements with them with the hope of easing their minds regarding the statements they received. There was one time a woman brought in a shoebox full of papers. She said she was visiting her neighbor and the neighbor had papers spread about her kitchen table and she was sobbing as she thought she owed different providers a large amount of money. I told the woman I would go over the papers and would be in touch with the neighbor. After going through and putting the papers together, I found that she actually did not have any balances. This brought great relief to the person. I let her know to just call or stop by the office if she received any other paperwork she did not understand. Unfortunately, due to budget cuts, the office was closed. In August of 2006, a business office manager position opened at Golden Living Center - Meadow Lane in Benson, MN which is close to home for me. I was excited about this prospect and thought it would be a challenging position for me. I also felt that I could use my experience with working with the elderly from my previous job in this position. When I applied for this position, my husband asked me if I was sure if I could take money from the elderly. He also wondered if I would be able to handle deaths that occur. I told him that when it comes to finances and asking for payment that it is not personal. I am not personally asking for the money, but it does take money to keep the nursing home running. It is important that the bills that are sent to families are correct and I explain billing processes up front so there are no surprises. Now, that I have been with Golden Living for nearly five years, I could not picture myself working anywhere else. Two years I became certified as a nursing assistant and will occasionally help out. This is something that I have enjoyed doing so well, I considered nursing school. My strengths, however, are both resident and employee relations. I orientate new employees and it is important to me that the new employees have a good start with their employment. It is important to me that employees feel good about the work they are doing and they are shown that the work they do is valued. At the nursing home I am involved in the Requitment and Retention Committee, I am on the Safety Committee, and participate with different activities for the residents at the nursing home. I participate in community events that support the nursing home. I deliver Meals on Wheels, answer telephones for the local public television to raise funds, and assist with a booth for Golden Living Center at the Swift County Fair. Earlier this year I decided to go back to school to obtain my Bachelor's Degree in Health Care Administration with a Focus in Long Term Care. My goal is to become a nursing home Executive Director. I feel by following this career path I will be able to make a difference in the lives of others. I feel that I would be a good candidate for the Care Providers of Minnesota Foundation Scholarship.