



INDIVIDUAL DEVELOPMENT PLAN (IDP)

Employee Name	Hammad Rasheed Siddiqui	Pesudo Name	Jordan Foster
Employee ID	PRO-0244	Designation	Collections Officer
Date of Joining	14-Dec-20	Manager Name	Sheldon Knight
Session Date	5/19/2021	Last Session Date	-
Last Month Target	\$18,000.00	Target Achieved	\$13,737.31

Problem Areas:

	Basic Training		Collections Process
	File Review		Training Portal Use
	Dashboard Use		Calendar Use
	Email Communication		Phone Communication
	Others:		
	Collector Review Notes		

Session Summary

1. Every single file of the entire AR should be touched, TM needs to check the dashboard filters of Inactive files every 3 days.
2. 258 voicemails left in Nov but only 6 call backs received, need to start leaving voicemails provided on portal.(quick reference)
3. Need to follow the referances provided on Portal under, how to find a right party contact.
4. Need to reverify the right party contact, where there is no email response from last 15 days.

Action Items

1. Need to work on inactive data daily from dashboard by selecting inactive files e.g. (C&R, LC, non UR compliance)
2. Utilize the format provided under leaving voicemail, follow the given criteria of 1st, 2nd and 3rd voicemail.
3. Verifying the claim information insurance info, maintain proper notes in the file.
4. Seek help from the Site where you are stuck on the response received.

Employee Signature

Manager Signature



Inam Sajjad <inam.sajjad@appedology.com>

Fwd: Individual Development Plans ~ Team Sheldon (Miles and Oracle)

6 messages

Brian Russell <brian.russell@medicallienmgt.com>

Sat, May 22, 2021 at 5:20 AM

To: Sheldon Knight <sheldon.knight@medicallienmgt.com>

Cc: Jorge Stager <jorge.stager@medicallienmgt.com>, Stuart Brown <stuart.brown@medicallienmgt.com>, Pro Global HR <hr@proglobaltechnologies.com>, Rahat Saleem <rahat.saleem@medicallienmgt.com>, Inam Sajjad <inam.sajjad@appedology.com>

Acknowledged!

[Quoted text hidden]

Jordan Foster <jordan.foster@medicallienmgt.com>

Sat, May 22, 2021 at 5:20 AM

To: Sheldon Knight <sheldon.knight@medicallienmgt.com>

Cc: Leroy Smith <leroy.smith@medicallienmgt.com>, Andrew Logan <andrew.logan@medicallienmgt.com>, Brian Russell <brian.russell@medicallienmgt.com>, Antonio Moore <antonio.moore@medicallienmgt.com>, Diana Webb <diana.webb@medicallienmgt.com>, Jorge Stager <jorge.stager@medicallienmgt.com>, Stuart Brown <stuart.brown@medicallienmgt.com>, Pro Global HR <hr@proglobaltechnologies.com>, Rahat Saleem <rahat.saleem@medicallienmgt.com>, Inam Sajjad <inam.sajjad@appedology.com>

acknowledged

On Fri, May 21, 2021 at 5:18 PM Sheldon Knight <sheldon.knight@medicallienmgt.com> wrote:

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Thank you,

Jordan FosterLitigation and Collection Officer
Workers Compensation Department
Medical Lien Management, Inc.
Office: (951) 808-3877 Ext:1234
Direct: (909) 698-8059
Fax: (951) 281-6235
Mail: P.O. Box 6829 Norco, CA 92860
Email: jordan.foster@medicallienmgt.com
Website: www.medicallienmgt.com**Antonio Moore** <antonio.moore@medicallienmgt.com>

Sat, May 22, 2021 at 5:24 AM

To: Sheldon Knight <sheldon.knight@medicallienmgt.com>

Cc: Leroy Smith <leroy.smith@medicallienmgt.com>, Andrew Logan <andrew.logan@medicallienmgt.com>, Brian Russell <brian.russell@medicallienmgt.com>, Jordan Foster <jordan.foster@medicallienmgt.com>, Diana Webb <diana.webb@medicallienmgt.com>, Jorge Stager <jorge.stager@medicallienmgt.com>, Stuart Brown <stuart.brown@medicallienmgt.com>, Pro Global HR <hr@proglobaltechnologies.com>, Rahat Saleem <rahat.saleem@medicallienmgt.com>, Inam Sajjad <inam.sajjad@appedology.com>

Received, thank you.

Thank you

Antonio Moore**CASE WORKER**Workers Compensation Department
Medical Lien Management, Inc.
Office: (951) 808-3877 Ext:557
Direct: (909) 698-8059

6/17/2021

Medical Lien Management Mail - Fwd: Individual Development Plans ~ Team Sheldon (Miles and Oracle)

Direct: (909) 698-8090
Fax: (951) 707-4565
Mail: P.O. Box 6829 Norco, CA 92860
Email: antonio.moore@medicallienmgt.com
Website: www.medicallienmgt.com

On Fri, May 21, 2021 at 5:18 PM Sheldon Knight <sheldon.knight@medicallienmgt.com> wrote:

[Quoted text hidden]

Diana Webb <diana.webb@medicallienmgt.com>

Sat, May 22, 2021 at 5:13 AM

To: Sheldon Knight <sheldon.knight@medicallienmgt.com>

Cc: Leroy Smith <leroy.smith@medicallienmgt.com>, Andrew Logan <andrew.logan@medicallienmgt.com>, Brian Russell <brian.russell@medicallienmgt.com>, Antonio Moore <antonio.moore@medicallienmgt.com>, Jordan Foster <jordan.foster@medicallienmgt.com>, Jorge Stager <jorge.stager@medicallienmgt.com>, Stuart Brown <stuart.brown@medicallienmgt.com>, Pro Global HR <hr@proglobaltechnologies.com>, Rahat Saleem <rahat.saleem@medicallienmgt.com>, Inam Sajjad <inam.sajjad@appedology.com>

Acknowledged.

Thank you,

Diana Webb

Litigation & Collection Officer
Workers Compensation Department
Medical Lien Management, Inc.
Office: (951) 808-3877 Ext:600
Direct: (909) 698-8163
Fax: (951) 707-4565
Mail: P.O. Box 6829 Norco, CA 92860
Email: diana.webb@medicallienmgt.com
Website: www.medicallienmgt.com

On Fri, May 21, 2021 at 5:18 PM Sheldon Knight <sheldon.knight@medicallienmgt.com> wrote:

[Quoted text hidden]

Andrew Logan <andrew.logan@medicallienmgt.com>

Sat, May 22, 2021 at 5:18 AM

To: Sheldon Knight <sheldon.knight@medicallienmgt.com>

Cc: Leroy Smith <leroy.smith@medicallienmgt.com>, Brian Russell <brian.russell@medicallienmgt.com>, Antonio Moore <antonio.moore@medicallienmgt.com>, Jordan Foster <jordan.foster@medicallienmgt.com>, Diana Webb <diana.webb@medicallienmgt.com>, Jorge Stager <jorge.stager@medicallienmgt.com>, Stuart Brown <stuart.brown@medicallienmgt.com>, Pro Global HR <hr@proglobaltechnologies.com>, Rahat Saleem <rahat.saleem@medicallienmgt.com>, Inam Sajjad <inam.sajjad@appedology.com>

Acknowledged.

Thank you,

Andrew Logan

Case Worker
Workers Compensation Department
Medical Lien Management, Inc.
Office: (951) 808-3877 Ext:1234
Direct: (909) 698-8041
Fax: (951) 281-6235
Mail: P.O. Box 6829 Norco, CA 92860
Email: andrew.logan@medicallienmgt.com
Website: www.medicallienmgt.com

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Sheldon Knight <sheldon.knight@medicallienmgt.com>

Sat, May 22, 2021 at 5:17 AM

To: Leroy Smith <leroy.smith@medicallienmgt.com>, Andrew Logan <andrew.logan@medicallienmgt.com>, Brian Russell <brian.russell@medicallienmgt.com>, Antonio Moore <antonio.moore@medicallienmgt.com>, Jordan Foster

6/17/2021

Medical Lien Management Mail - Fwd: Individual Development Plans ~ Team Sheldon (Miles and Oracle)

<jordan.foster@medicallienmgt.com>, Diana Webb <diana.webb@medicallienmgt.com>

Cc: Jorge Stager <jorge.stager@medicallienmgt.com>, Stuart Brown <stuart.brown@medicallienmgt.com>, Pro Global HR <hr@proglobaltechnologies.com>, Rahat Saleem <rahat.saleem@medicallienmgt.com>, Inam Sajjad <inam.sajjad@appedology.com>

Hi All,

Please find the attached Individual Development Plans and details of the session, kindly acknowledge the receipt.

[@Pro Global HR](#) for your records.

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If you have any questions and concerns, please let me know!

Thanks and Regards,

Sheldon Knight

Supervisor

Workers Compensation Department

Medical Lien Management, Inc.

Office: (951) 808-3877 Ext:615

Direct: (909) 698-8081

Fax: (951) 707-4565

Mail: P.O. Box 6829 Norco, CA 92860

Email: sheldon.Knight@medicallienmgt.com

Website: www.medicallienmgt.com

----- Forwarded message -----

From: **Sheldon Knight** <sheldon.knight@medicallienmgt.com>

Date: Wed, May 19, 2021 at 8:03 AM

Subject: Individual Development Plans ~ Team Sheldon (Miles and Oracle)

To: Stuart Brown <stuart.brown@medicallienmgt.com>

Cc: Rahat Saleem <rahat.saleem@medicallienmgt.com>

Sir,

Please find the attached Individual Development Plans for Team Sheldon (Miles and Oracle), Your kind approval is required.

--

If you have any questions and concerns, please let me know!

Thanks and Regards,

Sheldon Knight

Supervisor

Workers Compensation Department

Medical Lien Management, Inc.

Office: (951) 808-3877 Ext:615

Direct: (909) 698-8081

Fax: (951) 707-4565

Mail: P.O. Box 6829 Norco, CA 92860

Email: sheldon.Knight@medicallienmgt.com

Website: www.medicallienmgt.com

6 attachments



Individual Development Plan - Leroy Smith.xlsx
25K



Individual Development Plan - Andrew Logan.xlsx
25K



Individual Development Plan - Brian Russell.xlsx
25K



Individual Development Plan - Antonio Moore.xlsx
25K



Individual Development Plan -Jordan Foster.xlsx
25K



Individual Development Plan - Diana Webb.xlsx
25K