



A Member of The Texas A&M University System

Jovaria Baig

Department of Counseling

Texas A&M University –Commerce
Commerce, TX 75429

903-886-5637

jbaig@leomail.tamuc.edu

Curriculum Vita last updated: 01/01/2020

EDUCATION:

Ph.D., (Student) (Counselor Education and Supervision), Texas A&M University – Commerce, expected graduation 2021

M.S., (Clinical Mental Health Counseling), Texas A&M University – Commerce. 2015

B.A., (Psychology), University of Texas at Dallas. 2010

A.S., (Liberal Sciences), Richland Community College, Dallas. 2008

PROFESSIONAL CERTIFICATION/LICENSURE:

Licensed Professional Counselor (LPC), State of Texas # 76806.

Licensed Chemical Dependency Counselor (LCDC), State of Texas # 13989.

NPI #1467917500

UNIVERSITY TEACHING EXPERIENCE:

COUN 501 Introduction to Counseling Profession. Texas A&M University- Commerce.

Fall 2019 (co-taught with Dr. Zaidy MohdZain)

COUN 522 Diverse Population. Texas A&M University – Commerce. Fall 2018. (co-taught online course with Dr. Sam Bore)

COUN 530 Mental Health Counseling. Texas A&M University – Commerce. Summer 2019. (co-taught with Dr. Linda Ball)

COUN 564 Family Crisis. Texas A&M University –Commerce. Summer 2019. (co-taught with Dr. Linda Ball)

Guest Speaker COUN 552 Internship. Texas A&M University – Commerce. Fall 2019.

CLINICAL COUNSELING EXPERIENCE:

Gateway Counseling Associates
Therapist Private Practice

Richardson, TX
12/15/16 – present

- Provide individual counseling sessions for patients including adults, adolescents, couples, and families
- Complete intake forms/consent forms
- Experienced in counseling services for adolescents, young adults, and couples
- Provide counseling for depression, anxiety, relationship issues, family communication, adolescents, career counseling, domestic violence, suicidal ideation, and addiction issues
- Document appropriate progress notes for each client

Lifepath Systems: Collin County MHMR
Utilization Manager

McKinney, TX
12/03/2018 – 01/03/2020

- Ensure consistent application of the Utilization Management Guidelines by Texas State Code and Texas Health and Safety Code
- Complete prospective, concurrent, and retrospective reviews for mental health, substance abuse, and inpatient hospitalizations
- Provide training to new utilization management staff members about internal tracking systems and state systems, utilization management processes, monitor provider adherence to utilization management guidelines, and providing consultation as needed
- Completing audits and reviews for internal and external providers
- Working with team members, supervisors, directors, staff members daily and fostering collaborative relationships with essential interfacing agency staff
- Covering for Utilization Manager for mental health and performing the following duties: effective communication regarding utilization management operations, performance, and other issues, reviewing clinical information to make authorizations for prospective, concurrent, and retrospective reviews, ongoing monitoring, analyzing, evaluating, reporting, and recommending improvements in utilization management, and organizational processes and functions.
- Covering for Utilization Manager for Substance Abuse and Utilization Manager for Inpatient psychiatric hospitalizations
- Monitor, identify, analyze and report patterns or over-utilization, under-utilization and other utilization issues that compromise care of inappropriately utilized resources
- Ensure compliance with all performance measures in regard to appeals, denials, and higher level of care admission certification and concurrent review timeliness
- Ensure services provided meet the guidelines in accordance with trauma-informed care and client benefit plans
- Maintain knowledge of local resources for outside referrals
- Maintain knowledge of Diagnostic Statistical Manual of Mental Disorders (DSM-5)
- Ability to respond to staff, providers, and supervisors with patience, empathy and understanding regarding UM guidelines, training, state compliance, and new procedures/protocol
- Monitor all mental health recovery plans and treatment plans for compliance

- Holiday coverage for Utilization Manager for mental health, substance abuse, and inpatient hospitalization, completing duties for all three managers

Sundance Behavioral Hospital
Utilization Review Coordinator

Garland, TX
08/17/17 – 11/30/19

- Complete concurrent reviews for insurance companies
- Complete pre-certifications for inpatient, outpatient, and partial hospitalization
- File patients charts accordingly utilizing data systems
- Complete discharge paperwork for inpatient, partial hospital, and intensive outpatient
- Complete aftercare paperwork for insurance companies

Sundance Behavioral Hospital
Intake Specialist

Garland, TX
08/17/16 – 10/30/19

- Complete assessments for incoming clients
- Provide clinical information to insurance companies, precertifications, authorizations, and reviews
- Follow appropriate HIPAA protocol with employees, staff, patients, doctors, nurses, mental health technicians and directors
- File paperwork accordingly for each patient
- Provide telephonic and in-person risk assessments
- Provide case management for each patient
- Work as a team with the Business Office and Utilization Review Departments
- Provide “new hire” training to new employees

Wellbridge Healthcare
Therapist Part-time

Plano, TX
06/13/2018 – 12/13/2018

- Provided counseling services for geriatric patients
- Conducted group therapy for 10 or more geriatric patients
- Completed treatment plans for 16 or more geriatric patients
- Provided individual therapy, group therapy, treatment planning, and discharge planning services for geriatric patients accordingly to appropriate facility such as nursing home, ER, continuation of care in psychiatric hospital, or return home

University Behavioral Health in Denton
Program Therapist PRN

Denton, TX
05/15/17 – 05/15/18

- Provided individual therapy for adult patients and adolescents
- Provided group therapy for 10+ individuals for adult patients, adolescent patients, military patients – active and veterans, and trauma patients
- Completed individualized treatment plans for each patient
- Constructed individualized safety plans for each patient

- Covered Adolescent Lead Therapist position, Adult Lead Therapist position and PICU Lead Therapist positions when full-time employee's out sick/vacation/during holidays
- Completed discharge planning requirements and aftercare protocol for each patient
- Followed appropriate protocol by required telephonic communication with family/relatives/friends on release of information sheet
- Secured patients homes by telephonic communication with family/relatives/friends on release of information sheet
- Provided appropriate outpatient referrals for psychiatrists, psychologists, doctors, therapists, and counseling agencies for patients aftercare
- Completed therapy notes for each patient after individual therapy and group therapy
- Followed appropriate HIPAA protocol
- Worked in a team with other clinicians such as: therapists, nurses, mental health technicians and psychiatrists
- Completed case management for each patient
- Attended all staff meetings for updated information about hospital protocols and procedures
- Provided Cognitive Behavioral Therapy for Borderline Personality Disorder, Bipolar Disorder, Major Depressive Disorder, Schizophrenia Disorder and Spectrum, Suicidal ideations, homicidal ideations, Anxiety Disorder, Post Traumatic Stress Disorder, Oppositional defiant disorder, ADHD and DID
- Trained all new staff such as: bachelor's level interns and master's level interns with appropriate documentation, HIPAA, telephonic communication, AMA processes, progress notes, guidelines, treatment plans, case management, and aftercare guidelines

Integrated Psychotherapeutic Services

Dallas, TX

Therapist Part-time

12/15/17 – 04/06/17

- Conducted group therapy for 16+ adults
- Worked with substance abuse and addiction patients utilizing the evidenced based practices, cognitive behavioral therapy, and substance abuse and mental health services association
- Provided individual therapy for 20+ patients daily
- Completed progress notes for 20+ patients daily
- Documented daily, weekly, and monthly reports
- Communicated daily with court liaisons
- Followed HIPAA guidelines and procedures when dealing with patients, doctors, and other facilities
- Worked together with a team of different clinicians
- Attended weekly staff meetings addressing internal, external, and patient issues
- Completed case reviews for each patient monthly
- Documented relapses for patients with substance abuse or criminal activity

Mountain View College

Dallas, TX

Academic Advisor II

01/27/16 - 06/30/16

- Provided services to first generation, low-income, and disability students.

- Guided students to become successful in college while pursuing an academic degree and/or certificate by addressing academic, financial, and social concerns
- Promoted self-reliance and empowerment through academic support and individual guidance
- Explored career options through career counseling
- Encouraged students to stay in college and complete courses through facing daily obstacles in life
- Asked to guest speak for Women's Conference at Mountain View College

Mountain View College

Dallas, TX

Internship for M.S. Counseling

09/29/14 - 12/12/15

- Provided individual counseling for young adults and adolescents: anxiety, depression, grief, life balance, ADHD, self-esteem, emotional support
- Worked with a wide diversity of population groups
- Facilitated groups for men, women, high school students
- Worked with Academic Advising, Career Services, Veterans Department, and TRIO- refers to three programs Upward Bound, Talent Search, and Student Support Services

Doctoral/Masters Internships

- Harold Murphy Counseling Center 08/2017- 05/2018
 - Provided individual counseling services for master's students, families, and adolescents as master's level intern and doctoral residency
 - Provided supervision for doctoral student for doctoral residency
- Mountain View Community College 09/2018 – 12/2019
 - Provided individual counseling services for college level students, high school students, girls, boys, and diverse populations
 - Provided group therapy for college students
 - Provided career counseling for college students and high school students

Publicity/Interviews/Media Appearances

- Channel 8 <https://www.wfaa.com/article/news/baby-daddy-card-removed-after-north-texas-womans-concern/287-564493533>
- Channel 33 <https://cw33.com/2018/06/14/cdc-says-new-risks-are-emerging-among-teens-besides-sex-and-drugs/>

Service Activities

- Volunteer at Texas Counseling Association Conference Nov. 2018
- Guest Speaker Women's Empowerment Conference at Mountain View Feb. 2016
- Doctoral Seminar – "How to survive the doctoral program" Jan. 2017
- Doctoral Seminar – "Building Private Practice" April 2018
- Doctoral Seminar – "How to Publish" Oct. 2018
- Doctoral Seminar – Speaker presentation Multicultural populations Feb. 2019

- Presenting at TCA Conference with Dr. Amir Abbassi Nov. 2019

Professional Affiliation

- Texas Counseling Association – Member since 2015