



MalcolmDubato, LLC

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MELANIE BRENNAN, BSW, MBA
MCRSP, CCM, CDMS, CLCP

PROFESSIONAL LICENSES AND CERTIFICATIONS

Certified Life Care Planner [CLCP] Certificate #1771 International Commission on Health Care Certification; <i>requires completion of 80 CEUs with 8 in ethics every 5 years</i>	Expires 6/30/2029
Certified Case Manager [CCM] #4265934 Commission for Case Manager Certification; <i>requires completion of 80 CEUs with 8 in ethics every 5 years</i>	Expires 5/31/2029
Certified Disability Management Specialist [CDMS] #4265934 Commission for Case Manager Certification; <i>requires completion of 80 CEUs with 4 in ethics every 5 years</i>	Expires 5/31/2029
Maryland Certified Rehabilitation Service Practitioner [MCRSP] #N0213 Maryland Workers' Compensation Commission; <i>requires completion of 12 CEUs every 3 years</i>	Expires 12/11/2026

EDUCATION

Life Care Planning Program Institute of Rehabilitation Education and Training (IRET). <i>Required completion of a peer-reviewed Life Care Plan, independent study, and completion of a 120-hour certification class divided into six modules addressing life care planning methodology and best practices, forensics and expert testimony, amputations, burns, chronic pain, hearing impairment, organ transplant, psychiatric disorders, pulmonary disease, spinal cord injury, traumatic and non-traumatic brain injury, and visual impairment.</i>	Completed in July 2024
Master of Business Administration University of Phoenix, Phoenix, AZ. <i>Required completion of 39 credit hours addressing such relevant topics as human capital development and training, human resources systems, resource optimization, and risk assessment and management.</i>	Graduated in August 2008
Bachelor of Social Work McDaniel College (formerly Western Maryland College), Westminster, MD. <i>Graduated Summa Cum Laude from the Honors Program. Required completion of a two-semester practicum, providing supervised individual and group therapies to children in residential treatment for emotional and psychiatric disorders.</i>	Graduated in May 2002

PROFESSIONAL SKILLS

LIFE CARE PLANNING

Determining present and future cost projections for medical care and services associated with, but not limited to:

- ◆ Medical procedures and evaluations
- ◆ Medications
- ◆ Therapeutic modalities
- ◆ Diagnostic imaging
- ◆ Durable medical equipment and supplies
- ◆ Transportation
- ◆ Structural and environmental modifications
- ◆ Community support services
- ◆ Home care and assistance
- ◆ Replacement of household services

VOCATIONAL EXPERT OPINIONS

Determining employment and earning capacity in cases such as, but not limited to:

- ◆ Personal injury claims
- ◆ Medical malpractice cases
- ◆ Divorce/alimony disputes
- ◆ Wrongful death cases
- ◆ Labor and employment cases
- ◆ Workers' compensation cases
- ◆ Birth injury cases

WORKERS' COMPENSATION

Providing injured workers with services such as, but not limited to:

- ◆ Medical case management
- ◆ Case management
- ◆ Psychometric testing
- ◆ Labor market surveys
- ◆ Transferrable skills analysis
- ◆ Vocational skills assessment
- ◆ Return-to-work plan development

PATIENT ADVOCACY AND ACCESS

Providing patients and their families with services such as, but not limited to:

- ◆ Triageing, investigating, analyzing, and resolving patients' concerns regarding their health care, hospital bills, and health and disability insurance coverage and benefits
- ◆ Performing audits and quality assurance to ensure accurate, complete, timely resolution of patient concerns
- ◆ Developing and implementing processes to ensure compliance with Patient Rights regulations and requirements, including but not limited to: informed consent and decision-making, privacy and confidentiality, information about hospital billing and financial aid
- ◆ Developing and implementing actionable recommendations for improving Patient Experience
- ◆ Developing and presenting Patient Rights and Patient Experience training modules to hospital staff
- ◆ Developing and presenting health insurance training materials to hospital registration staff and insurance investigators

RELEVANT EXPERIENCE

Damages Expert and Case Manager – MalcolmDubato, LLC	2023 to Present
Manager, Patient Access – Carroll Hospital Center	2019 to 2022
Manager, Patient Relations – Sinai Hospital of Baltimore	2015 to 2019
Lead Investigator, Life & Health – Maryland Insurance Administration	2009 to 2015
Case Manager – Malcolm & Associates, LLC [now MalcolmDubato, LLC]	2006 to 2009