CBHA congratulates this month’s Firestarter, Navid Fregoso. Navid has worked at CBHA as a Patient Services Representative II (PSR) for more than three years. She also helps out at the front desk when needed.

In nominating Navid for this honor, her supervisor, Juan Sandoval, said that customer service is one of Navid’s greatest strengths. “She is very customer focused,” he said. “Navid’s actions demonstrate that she truly cares for our patients. Last month, while she was helping out with coverage at the front desk in Connell, she overheard that a patient had received a bill for services he thought his insurance would cover. Since the PSR assisting the patient was still in training, Navid took the initiative to take over the case. After a few phone calls and a couple of days work, she was able to resend the necessary documents and have the charges covered under the patient’s insurance. The patient called back stating he was truly thankful for her help.”

The PSR team in Connell has been short-handed the last few months. Juan said that Navid has been one of their “go-to people” while the PSRs have been training. She has supported the Connell team without neglecting her Patient Benefits duties, dealing with insurance and the discount program for low income patients.

“I find it very rewarding to help people,” Navid said. “In fact, it is my favorite part of my job. Patients tell me their biggest fear is that they will come to a clinic and no one will be able to talk to them because the only language they can speak is Spanish. I encourage patients to express their opinions and ideas so we can provide good service to the community.”

Juan calls Navid a “go-getter!” The extra tasks assigned to her get done quickly. She was recently given a list of patients who needed to select another Managed Care plan in Adams County and Navid was able to reach out to more 500 patients in just three weeks and help them enroll in a new plan. “She made a lot of telephone calls to get this done,” he said.

Navid actively participates in staff potlucks and other social events. She recently headed up the clinic’s team helping with “Connell Cleanup Day. She is part of the Positive Pulse Committee (Employee Wellness Program) as well.

Navid is an honest, hardworking person with a strong work ethic. Comments from employees’ and patients’ balance score cards continue to show an excellent performance on her part.”

Navid says she was “very, very shocked” to find out she had been chosen Firestarter of the Month. “We were having our monthly meeting when Juan said that Jessica had an announcement to make. When she called my name, I was so surprised.”

Navid considers herself a “hometown girl” having been born and raised in Connell. She and her husband, Hugo, have three children; Esmeralda is 14, Dalailah is nine, and Hansen is two.

As a family, they enjoy the outdoors and going to the lakes – especially Lyons Ferry and Scootney Reservoir. Her brother-in-law has a boat and they all enjoy being out in it.

On a personal note, Navid likes to bake! When she was pregnant with her second child she watched baking shows on television. She has been hooked ever since! She likes to try new recipes and different techniques.
5K COLOR RUN
CBHA RUN
FOR A CAUSE
5K Color Run
CBHA Run for a Cause
5K COLOR RUN
CBHA RUN FOR A CAUSE
LEVEL 1

Alberto Cruz
Antonia Rodriguez
Cindi Hogeboom
Delia Ramirez
Deyanira Gonzalez
Enereida Acevedo
Florentina Basurto
Ignacia Lopez
Jessica Smith
Jesstine Kane
Dr. Nisha Sharoff
Sandra Rodriguez

LEVEL 2

Abdias Valdez
Carlos Soria
Claudia Castillo
Cynthia Munguia
Cynthia Hernandez
Emanuel Salgado Galvez
Erika Mendez
Fatima Romero Martinez
Jasmin Galarza
Dr. Jason Hair
Jeanette Carmona
Jennifer Kittelson
Joanna Valdez Chavez
Jose Mata
Juanita Leal
Marisela Bruno
Mathew Garza
Mayra Lopez Romero
Meliza Villa
Modesta Vivar Ponce
Nathan Spinelli
Navid Fregoso
Noemi Medina Corrales
Norma Gutierrez
Rosalia Avila
Sandra Uresti
Sara Santoyo
Suleyma Barajas
Wendy Garza
Yessenia Barajas Garcia