

Qualifications Summary

A results oriented professional with 18 years of experience in the managed care industry with a comprehensive focus on compliance, benefit administration, process improvement initiatives and relationship management. Proven ability to integrate business strategies, processes, and technology systems to improve efficiency and increase overall profitability. Successful in supporting and managing operations, products, and programs by applying global industry knowledge, detailed business and technology understanding, as well as customer focus to meet desired outcomes. A visionary leader with a successful history of developing and implementing successful high-level projects and programs. Positive attitude, desire for quality, leadership and motivational skills to serve as an example to others.

Core Competencies

- Benefit Administration
- Plan Design Experience
- Medicare Part A, B & D
- Regulatory/Compliance
- Revenue Cycle Knowledge
- Project/Program Management
- Agile Methodology
- PBM Experience
- Process Improvement

Professional Experience

Sr. Implementation Business Analyst | AssureCare – Cincinnati, OH - February 2019 - Present

- Leads program and go-live service activities by analyzing all aspects of the client relationship, which includes but is not limited to conducting investigations while providing best in class service to meet the varied needs of each stake holder. Develop, implement and standardize organizational processes, x across multiple divisions within the organization.
- Using agile methodology to track and monitor ongoing key performance indicators for Business to Business operations.
- Provides regular data and industry interpretation to both senior & entry level management staff.
- Ensures the organization maintains compliance with Local/State and Federal regulations.
- Develop and manage project timelines and activities by utilizing Agile Methodology.

Client Account Executive II, State of Georgia | June 2016 to November 2018 | Automatic Data Processing (ADP) | Alpharetta, GA

- Effectively supervised the performance of 15 service consultants, 2 business analysts and a QA analyst that help support the State of Georgia account which consists of 430,000 members
- Oversee all day to day activities of the State of Georgia \$10 Million-dollar account portfolio.
- Review and interpret Summary Plan Descriptions, organize document filing requirements, and administer other client-related compliance and regulation policies.
- Partner with internal and external stakeholders creating a "one client team"
- Provide continual communication, including key management reports and analyses to support company's effectiveness and efficiency.
- Ensure delivery of optimal service, client satisfaction, by collaborating with both Service and Operations and received exceptional employee performance review in customer satisfaction each year.

Business Change Manager, Portfolio Execution | August 2014 to June 2016 | Anthem Inc. | Alpharetta, GA

- Responsible for managing the project portfolio of Medicare and Medicaid business
- Manages vendor relationships, including vendor selection, contract and rate negotiation, issue resolution, developing and reviewing statements of work, representation on vendor business and Executive committees, speaking engagements, etc.
- Responsible for managing the budget for State Mandated initiatives.
- Provide training on new Enterprise Provider data system as well as high level presentation regarding the functionality of internal systems.

Sr. Account Manager, September 2013 to August 2014 | Athena health, Inc. | Alpharetta, GA (Contract)

- Provided direct account management services to Athena clients in accordance with the applicable segmented service models.
- Maintained relationships with key client contacts that foster an environment to drive client performance and minimize attrition risk (e.g., Practice Manager or Practice Director).
- Partnered with the Sales and Implementation teams to negotiate terms for new and renewing clients.
- Maintained statistical data on clients to track performance and goal achievement.
- Identified the needs and recommended best practices to improve new or existing process, methodologies and practices through observation and research.
- Ensured sites were up to date with applicable federal mandates such as ICD-10, HL7 and meaningful use.
- Assisted in the system implementation for new clients ranging from testing to helping adjust system logic.

EPIC Sr. Benefit Analyst, September 2012 to September 2013 | Kaiser Permanente | Atlanta, GA(Contract)

- Translated business requirements to technical staff to ensure requirements are captured for benefit designs.
- Collaborated with contracts team to develop, format and produce benefit templates.
- Provided training for system updates and releases as well as any other job related trainings relevant to benefits and system design.
- Provided support for activities regarding the requirements for the 2014 exchange plans.

Sr. Compliance Analyst, Corporate Compliance | June 2009 - June 2010| Saint Joseph Hospital | Atlanta, GA (Contract)

- Performed audits for regional business units using self-designed audit tools to assess compliance status, perform gap analyses, or assess readiness for internal and external audits.
- Provided training for new and existing employees on the company's ethic and compliance policies and procedures.
- Ensured full implementation of and compliance with all applicable new and revised state and federal legislation (i.e. HITECH, HIPAA, CMS,DOI)
- Performed audits for regional business units using self-designed audit tools to assess compliance status, perform gap analyses, or assess readiness for internal and external audits.
- Worked closely with business units to oversee and, in some instances perform all aspects of preparation for and resolution of internal or external compliance audits, including pre-audit data collection, site visit preparation and corrective action plans.
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Several positions (November 2006 – June 2009) |Anthem Blue Cross Blue Shield| Mason, Ohio
Manager of Grievance & Appeals, Sr. Business Analyst and Sr. Pharmacy Services Coordinator

- Provided oversight for 17 Grievance & Appeals non-exempt associates.
- Created and established departmental policies and procedures.
- Evaluated employees' performance by providing oral feedback and written performance evaluations, as well as disciplinary action when necessary.
- Prepared and communicated information to appropriate parties regarding Medicare Advantage, Medicare Part D and other Medicare changes and governmental mandated disclosures.
- Managed annual operating budget.

Education

Bachelors, Business Administration, May 2009 | Tiffin University| Tiffin, Ohio
Master of Business Administration w/concentration in Healthcare Administration, August 2014 | Tiffin University | Tiffin, Ohio

Committee Chair of Community Service Projects, Sigma Gamma Rho Sorority Incorporated
Member of Sigma Gamma Rho Sorority Incorporated