

Objective

Over Twenty years' experience in a credentialing environment. Ability to provide suggestions for improvements and leadership initiatives. Organizational skills and timely assignment completion of daily work and/or any assigned projects. Knowledge and understanding of NCQA/CVO/MCO/URAC guidelines and standards.

Skills

Management, Customer Service, Credentialing, Facilities Management, Process Improvement.

Work Experience

Credentialing Manager I

ABC Corporation - May 2006 – May 2009

- Performed process and procedural audits of all revenue cycle functions for Calnet membership which consists of approx.
- Worked within the Managed Care System to ensure contract payment compliance.
- Interpreted, analyzed and model managed care and commercial contracts.
- Interacted with internal and external customers and ensure value is delivered and customer satisfaction is achieved.
- Assisted in the improvement of internal business processes and in meeting future reimbursement service needs.
- Developed process improvement projects, i.e.
- review and analyze physician and payer information to identify and analyze trends that may affect the ability of Calnet membership to collect for the services provided.

Credentialing Manager

Delta Corporation - 2004 – 2006

- Supervised the credentialing department for Regional Managed Care Organization (RMCO), the Inova Health System physician hospital organization, and .
- Created a Microsoft Access based credentialing tracking process.
- Manage the day-to-day operations of the credentialing program Manage SyMed software program to keep it updated and current with provider information .
- Manage two employees Prepare for, attend and help facilitate Credentialing Committee.
- Prepare minutes and documents for the Board of Directors Work closely with the Chief Medical Officer Maintain current knowledge of AAAHC and NCQA .
- Effectively Managed Credentialing staff Manage and oversee the credentialing processes Complete and process credentialing applications for Physicians.,.
- Responsible for all Credentialing and Contracting, with all Government programs, HMO, and PPO plans for 20 offices, and 120 providers, in California .

Education

BA in English - (University of West Georgia - Carrollton, GA)