

# ROBERT SMITH

## Network Account Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Over 15 years of diverse experience in the insurance industry to include but not limited to: claims processing, claim adjustments, customer service, training/facilitation, financial services, auditing, provider contracting, and team leadership roles. Highly organized and efficient. Proficient on all levels of problem-solving.

### CORE COMPETENCIES

Planning Skills, Recruiting Skills.

### PROFESSIONAL EXPERIENCE

#### Network Account Manager

**ABC Corporation - 2015 – 2020**

##### Key Deliverables:

- Recruited ancillary facilities including ambulatory surgery centers, stone centers, endoscopy centers and radiology facilities.
- Researched and resolved assigned territories claim, operational issues and concerns.
- Updated and maintained the integrity of United Healthcares EPD (Enterprise Provider Database) system.
- Educated and gave presentations about UnitedHealthcare Online and explain the benefits to the providers office as well as cost efficiency for all.
- Recruited doctors, ancillary, and surgery centers for startup network in Philadelphia Market.
- Recruited ancillary providers for Pennsylvania market, e.g. MRI facilities, surgery centers, DME providers and hospital based physicians.
- Responsible for educating all provider specialities about the product lines of business which includes Medicare, MLTC and the FIDA.

#### Network Account Manager

**Delta Corporation - 2012 – 2013**

##### Key Deliverables:

- Managed Physician/Ancillary recruitment for all products for the Midwest Region
- Negotiated contracts for physician, ancillary, and & Hospital .
- Medical facility contracting & Legal forms processing & Provider insurance amendments & Handled provider escalation requests & Facilitated provider .
- Directed contracting efforts for all Medicaid, Commercial, Medicare Advantage and Behavioral Health Plans, including analysis of current rates and .
- Ensured physicians were contracted at market competitive rates Established professional relationships and educated providers to ensure satisfaction .

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- Responsible for negotiations for individual and group contracts Recruitment of new providers to fill various gaps that have been identified.
- Responsible for facilitating and completing financial analysis of all reimbursement rate proposals Coordinated operational meetings with providers .
- Negotiates contractual agreements for Provider groups and Ancillary facilities to include Radiology and Ambulatory Surgery Centers.

### EDUCATION

M.B.A.

