

Alison C.

Untapped Potential Candidate

Avon, CT

860-416-1390 / fellowship@upotential.org



PROFILE

Healthcare and IT Professional with process improvement and training strengths. Expert ability to cultivate many contacts and resources for data mining, streamlining the process and enhancing it for future use and users. Seeking opportunities where I am able to put my skills to use in helping to make others work easier and more efficient and where I can be a reliable resource for information and assistance, while continuing to grow within the organization.

KEY SKILLS AND COMPETENCIES

- Data analysis and research
- Workflow and process analysis to eliminate inefficiencies and redundancy
- Healthcare industry knowledge, specific to medical, dental and pharmacy

PROFESSIONAL EXPERIENCE

Aetna, *Sr Plan Coordination Consultant* (2014-2017)

- Completed timely and accurate set-up of complex account structure and detailed benefit plans in systems for multiple constituents meeting internal/external deadlines for production of various products and services.
- Assisted with the development and testing of new or enhanced benefits and the systems that support benefit creation.
- Provided technical expertise to team/unit, mentors junior staff members, and assists with the development and implementation of training tools and processes.

Aetna Networks/CVS Caremark, *PBM Network Representative* (2011-2014)

- Managed Hemophilia 340B program and provider claim issues as Subject Matter Expert.
- Reviewed and investigated provider issues and problems with claims denial; created and maintained liaison between providers of service and claims processors for accurate and timely processing and payment of hemophilia 340B claims

Aetna, *Network Representative* (2008-2010)

- Performed intake triage and responded to IT network inquiries
- Obtained delegated credentialing materials and coordinating processes.
- Performed data entry and systems maintenance as needed; aligning data across all systems
- Verified, analyzed and maintained all provider data in support of claim adjudication and production of directory and physician supplements.
- Chain/corporate entity function and processes Subject Matter Expert (SME)

Aetna, Eligibility Consultant - Products (2002-2006)

- Responded, researched, and resolved product related issues involving plan and benefit specific information; worked directly with internal and external constituents to achieve positive service outcomes.
- Coded Aetna systems to produce and release Member and Plan Sponsor products (i.e., ID cards) and client requested product reports.
- Interacted with internal clients and the IT department to ensure compliance of business requirements associated with non-standard products.
- Ensured all system coding interfaced accordingly to and from streaming data systems; tested and validated products for new or existing clients using system tools and tracked results to avoid potential problems and better address ongoing service issues.

EDUCATION AND CERTIFICATION

- *Associate, Business Administration* – University of Phoenix 2014

HOBBIES/INTERESTS

- *Cooking, gardening, reading, home design and improvement, DIY, crafts and sewing, beading and jewelry making, painting.*

AWARDS

- *Innovations In the Work Place, Aetna Way of Excellence Silver nominee*