

ANTHONY DUNCAN

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HEALTH CARE DATA ANALYST

Methodical and focused professional with six years' experience performing data analysis, reporting, and management in the healthcare industry. Write scripts to perform data mining, cleansing, and formatting; create user-friendly reports, graphs, charts, and other visual representations of results. Leverage critical thinking skills to troubleshoot complex issues and develop effective solutions.

AREAS OF EXPERTISE:

- Data Mining / Manipulation / Analysis
- Key Metrics Definition / Collection
- Medical Billing & Coding
- Process Improvements / Automation
- System Configuration Testing
- Database Integrity Auditing
- Project Management & Delivery
- Cross-functional Training / Support

TECHNICAL PROFICIENCIES

Platforms: Windows

Tools: Infomaker 9 Database Management, Sharepoint, PLSQL 11, COGNOS, Word, Excel, Access, Outlook, Vendor Management Systems, Benefits Workstation, FileZilla, Beyond Compare, Textpad, Batch Processing 4.0, Siebel Customer Relationship Management, Siebel Analytics, SQL, Availity, Veracity

Languages: SQL, Visual Basic

PROFESSIONAL EXPERIENCE

MARSH & MCLENNAN COMPANIES, MERCER, Austin, TX

Client Service Analyst, 11/2015 – Present

Work with team and client contacts as a subject matter expert and technical systems resource for the benefit plans, as well as the employee populations of assigned clients for several portions of the data administration processes.

Key Achievements:

- Coupled Microsoft Excel/VBA & SQL to automate programming and streamline payroll, import, and file generation, markedly increasing efficiency and processing speed.
- Performed periodic reviews of data trends to identify & locate and update system defects
- Enhanced benefits database integrity through regular identification of data discrepancies
- Test and analyze system configuration against requirement documents
- Create technical requirements for system changes
- Managed roll-out of system changes to development team
- Manage the configuration of new and old 834 spec. vendor files
- Manage the accuracy and completion of ongoing and ad hoc processes required to maintain active and retiree health benefits population of ~700,000 lives across multiple clients

Continued...

- Review and update plan and file requirements ongoing and annually
- Communicate with developers to update and test system defects and changes
- Communicate with the client to ensure all requests and inquiries are resolved in an efficient and timely manner
- Assisted with statistical analysis for a Lean Six Sigma Greenbelt project to improve efficiency and speed in call center responses

TECHNICAL SCOPE: Infomaker 9 Database Management, Sharepoint, PLSQL 11, COGNOS, Word, Excel, Access, Outlook, Vendor Management Systems, Benefits Workstation, FileZilla, Beyond Compare, Textpad, Batch Processing 4.0, Siebel Customer Relationship Management, Siebel Analytics

Healthcare Claims Advocate, 5/2015 – 11/2015

Responsible for helping participants navigate the health care system by serving as an intermediary.

Key Achievements:

- Triage incoming calls and updated participants on issues per set follow up expectations
- Reached out to carrier/vendors to assist in resolving issue when necessary
- Reviewed client contracts to ensure correct insurance applications and provided client feedback

TECHNICAL SCOPE:

Excel, VBA, Windows, Word, Access, Outlook

CAPITOL PAIN INSTITUTE, Austin, TX

Billing Coordinator, 11/2012 – 3/2015

Managed the billing department staff to maintain efficient and effective output on a consistent basis.

Key Achievements:

- Coded for procedures performed and handled all payments and balance inquiries
- Reached out to carriers to assist if necessary, and appealed denied claims
- Performed requested billing projects and negotiated contracts with insurance companies

TECHNICAL SCOPE:

SQL, Availity, Veracity, Excel, VBA, Mac iOS, Word, Access, Outlook

EDUCATION & CREDENTIALS

B.S., Applied Learning and Development: Youth and Community Studies, 2010

UNIVERSITY OF TEXAS AT AUSTIN, Austin, TX

Professional Certifications HIPAA Certification