**ALAN D. STEVENS, CMSR**

90 Ayers Road

South Windsor, Connecticut 06074

(860)819-1277 Home [Astevens9876@yahoo.com](mailto:Astevens9876@yahoo.com)

# PROFILE

***Accomplished, Award-Winning, Multi-Talented Healthcare Professional seeking further challenge***

***and opportunity to contribute to the success of a Provider Relations Team .***

***Career Overview:*** Background features 20+ years of consistent excellence, in visible, responsible positions in diverse, challenging environments. Experience includes significant achievement in corporate, entrepreneurial and military positions. Most recent year spent as Provider Relations Consultant with Blue Cross Blue Shield. Significant human resources background. Award-winning healthcare professions recruiter. *Certified Medical Staff Recruiter.*

***Key Strengths:*** Energetic; results-oriented; goal-driven; solution-focused. Outstanding analytical, organizational, communication and leadership skills. Extensive technology training and experience: MS Office (Word, Excel, PowerPoint), Windows (NT, 2K, 9x) and Unix applications. Received training in Linux. MBA candidate.

***Praised for Professionalism: “****an energetic and highly motivated achiever”. . . “continually stands above and beyond his peers”. . . “conveys a positive image at all times”. . . “innovative thinker”. . . “epitomizes what pro-active recruiting is”. . .”a fantastic addition to the team”. . . “a great job mentoring recruiters” (from Performance Evaluations and Letters)*

# EXPERIENCE

2007- ANTHEM BLUE CROSS BLUE SHIELD (Wellpoint Inc.)

Present ***Provider Relations Consultant*** – Recruit, contract and retain relationships with providers throughout assigned territory in Rhode Island, Massachusetts and Connecticut.

* *Build and strengthen provider relationships through on-site visits, delivering ‘value-added’ service. Communicate administrative or programmatic changes. Facilitate resolution of provider issues.*
* *Recruit providers. Develop and execute specific programs to recruit providers in specific specialties to meet the business needs of BCBS. Build a cost-effective high quality provider network.*
* *Research, analyze and recommend resolution for contract dispute, non-routine claim issues, billing questions and other practices. Conduct informational and promotional seminars.*
* *Work cooperatively with sales team and multiple internal departments to support the mission and optimize the profitability of BCBS.*
* *Researching all claims issues and disputes of all types. Determining claims resolution reviewing all claims issues. Determine the root cause of claims denials or incorrect processing. Determining how to best have BCBS Associates claims issue resolved. Working with the 3 largest provider grouops of providers in CT. Researching and providing updates on claims issues. Frontline on all claims issues determining root case and analyst to correct claims processing. Running reports to find denied or incorrect processed claims.*

2001-2006 UNITED STATES AIR FORCE

***Health Professions Recruiter***  - Recruited physicians, nurses, social workers and other healthcare professionals into the United States Air Force. This challenging profession has been made even more so in the most recent several years due to the increase in overseas deployments of military personnel at all levels. Develop and execute an annual strategic plan which has specific objectives and methods in each job category and geographic area. Utilize a variety of marketing methods, including cold calling, direct mail, seminars and conferences. Prepared and presented program and benefits to medical schools, nursing schools and other healthcare settings.

* *Consistent national top producer. Overall career average production was 147% of quota.*
* *Recipient, Century Club Award, the United States Air Force’s highest recruiting award. Second New England recruiter in history to receive this award.*
* *Recognized #1 Health Professions Recruiter (2006) and Doctor Recruiter nationally (2006).*
* *Recipient All-Star Recruiter, MVP Recruiter and Hall of Fame Recruiting Award (2004).*
* *Advised, mentored and helped to develop five Healthcare Recruiters.*
* *Developed PowerPoint presentations used by others around the country.*

1999-2001 ACCUMA CORPORATION – Auburn, Massachusetts

***Principal/Founder/Manager -*** Developed and managed a successful hospitality industry corporation. Researched the market. Created a concept, which included a restaurant and two bar areas. Developed a business plan. Located and negotiated commercial space. Personally financed all renovations and equipment purchase.

* *Recruited, trained, managed and motivated a 35 person staff.*
* *With a $50,000 initial investment, built the business up to $3 million+ in annual sales.*
* *Received significant local and national publicity, including television coverage on Real TV and HBO.* 
  1. UNICARE (Wellpoint Inc.) – Andover, Massachusetts

***Computer Programmer/Operator*** (1998-1999)

***Provider Relations Representative*** (1995-1998)

***Claims Approver*** (1992-1995)

Progressively promoted through three levels of employment with this respected healthcare insurance provider. Unicare is comprised of a variety of healthcare providers nationwide.

* *Gained experience analyzing and resolving Medicare Claims. Won a number of awards for productivity.*
* *Recognized as the #1 Claims Provider in the state.*
* *Liaison with Group Insurance Commissioner of Massachusetts. Negotiated settlements with providers.*
* *Established relations with Beth Israel Hospital to accept all providers from the hospital into the Unicare Group Insurance Network.*
* *Maintained Unicare Group Insurance Network databases with 10,000+ providers.*
* *Increased provider membership by 25%.*
* *Wrote new contract for Children’s Medical Security Plan, and increased new physician providers by 15%.*

1988-2001 AIR NATIONAL GUARD

***Team Member -*** Completed a thirteen year commitment – one weekend per month and a full month each year. Primary duties involved communications. Honorable Discharge.

* *Set up high security networks of computers, closed circuit televisions, and telecommunications.*
* *Set up a state-of-the-art war room in Germany.*

1988-1992 KUBBANI, INC. – Portland, Maine

***Vice President/Director of Operations -*** Recruited by this closely held corporation to provide leadership and management to multiple small businesses. The organization was comprised of three car washes, a full service restaurant, and a general store.

* *Reported to the corporation’s owners. Responsible for virtually all aspects of the profitable operation of the businesses. Recruited, selected, trained, managed, motivated and evaluated staff and management.*
* *Created strong sales/service teams which provided high quality service, giving the businesses a clear competitive differentiation.*
* *Utilized creative marketing and merchandising. Utilized effective cost control measures.*
* *Directed a total of up to twenty staff members.*

1981-1988 UNITED STATES MARINE CORPS

***Platoon Sergeant -*** Enlisted in the Corps after graduating from high school. Received outstanding training in leadership, operations and management. Honorable Discharge.

* *During tour of duty, assigned to embassy duty in South America.*
* *Trained a group of 45 soldiers in the use of infantry weapons. Prepared solders for combat conditions.*
* *Gained initial experience in recruiting for approximately one year. Honorable Discharge.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# EDUCATION

NICHOLS COLLEGE – Dudley, Massachusetts

Coursework towards a ***Master of Business Administration*** degree. GPA: 3.7

UNIVERSITY OF MASS AT LOWELL – Lowell, Massachusetts

***Bachelor of Science, Business Management, 1998***

NORTHERN ESSEX COMMUNITY COLLEGE – Haverhill, Massachusetts

***Associate in Science, Information Technology, 1996***

COMMUNITY COLLEGE OF THE AIR FORCE –

***Associate in Science, Electronic Systems Integration Graduation: October, 2006***

***Associate in Science, Human Resources, Graduation: October, 2006***

***Professional Development***

▪ ***Certified Medical Staff Recruiter –*** *The American Academy of Medical Management (November 2005)*

▪ ***Certificate of Completion, Physician Recruitment Boot Camp -*** *The American Academy of Medical*

*Management (March 2005)*

▪ ***Certificate of Completion, Health Professions Orientation Course –*** *United States Air Force Command*

*Recruiter Service (November 2004)*

Manchester Community College

*Project Management Applications 2009*

*Project Management Fundamentals 2009*