**Gladys Guillet-Brown**

**20 Warren Street**

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**Qualifications Summary:**

A professional with excellent analytical, organizational, communications and leadership skills, coupled with a broad understanding of the managed care industry and customer expectations. Excellent communication skills and superb ability to interact with others in a team environment. Working knowledge of PCs, Windows, M.S. Office and PowerPoint. Fluent in Spanish.

**Professional Experience:**

Aetna Health Plan – New York, New York

***July 2008 - Present***

Contract Negotiator – Northeast Region Strategic Initiatives & Operations

• Negotiate Ancillary Contracts for all markets in the Northeast Region, to include Pennsylvania, New Jersey, New York, CT, Massachusetts and Rhode Island.

• Primary Negotiator of Skilled Nursing Facility contracts for the Metro NY Market.

• Effectively built collaborative relationships with several Skilled Nursing Facilities in NY and Massachusetts.

• Successfully negotiated rates with those Skilled Nursing Facilities at the preferred National Rate, below or at PModel - Pricing Projections.

• Most successful recruiter and negotiator of Anesthesia non-par providers/contracts in the Metro NY Region.

• Negotiate other types of Ancillary Contracts to include, Home Health, Hospice, Ambulance, Ambulatory Surgery and DME contract for the Northeast Region.

• Negotiate small and large group physician contracts for the Northeast Region.

1. • Played a key role in recruiting and contracting targeted providers in the Northeast to meet recruitment requirements and fulfill contractual obligations for the Bank of America Contract and 1199.
2. • Recruited and Negotiated contracts with several key Orthopedic, Otolaryngology and Oral Surgery Groups in Massachusetts, Maine and Rhode Island to fill network needs and gaps.
3. • Designated the Regional Point of Contact for management and coordination of all aspects related to our Cardiac, Orthopedic, and Bariatric Institutes of Quality.
4. • Designated Community Liaison for the Aetna Foundation - Primary NY contact for all recipients of Aetna Foundation Awards and Aetna Sponsored Community Initiatives/Health Fairs, i.e., - Rebuilding Together NY Initiative, Susan G. Komen Walk for the Cure Event, The American Diabetes Association.

Aetna Health Plan – New York, New York

***August 2007- June 2008***

Contract Negotiator – New York City Community Plan (Metro NY)

2. • Played a key role in creating the Network for the newly launched New York City Community Plan Product.
3. • Negotiated contracts with several Hospitals, Ancillary Providers and Physician Groups at a targeted and aggressive discount for the NYCCP Product.
4. • Instrumental in Training and Mentoring new staff for the department.
5. • Assisted in Developing Provider Welcome Letter and Product Marketing Material and Deemer Correspondence.
6. • On-going Contract Negotiation and Evaluation of Network to ensure Network Adequacy and Department of Health and Department of Insurance Compliance.

Aetna Health Plan – New York, New York

***November 2005- July 2007***

Provider Relations Liaison – Westchester & NYC Counties

• Recruit and contract with highly utilized non-par providers to minimize out of network payments.

1. • Perform on-site education and in-services to affiliated physician groups/hospitals.
2. • Assist participating and non-participating providers with claims problems, as well as, contractual/fee issues.
3. • Communicate claims, medical and payment policies to Par and Non Par providers.
4. • Assist Contract Negotiators with Renegotiations.
5. • Negotiate contracts with new Primary Care Physicians and Specialists joining the Aetna network (solo and group practices).
6. • Perform site visits and assist in the credentialing process.
7. • Coordinate with Sales and Marketing to address plan sponsor issues related to the network i.e., adequacy and education opportunities.
8. • Identify opportunity for process improvement and work cross-functionally within the organization to gain desired outcomes regarding provider service issues.
9. • Regularly the go-to person for training and mentoring less experienced staff.

Contract Management Organization – Yonkers, New York

***August 2000 – February 2002***

Claims Supervisor – Special Handling Unit

1. • Supervised claims examiners in the daily operations of the claims department.
2. • Trained staff in the established policies and procedures to ensure accurate payment of claims.
3. • Monitored timeliness and accuracy of claims processing to meet Medicare and State processing standards.
4. • Acted as primary contact between the organization, the IPA providers and the insurance carriers on claims/benefit issues.
5. • Interacted with Utilization/Medical Management and Customer Service in order to resolve problematic claims and member and provider appeals.
6. • Assisted in the planning and implementation of initiatives to automate the claims payment process.
7. • Provided feedback to the QI department to recommend training needs and support the overall development/improvement of claims policies, procedures and operations.

Oxford Health Plan – White Plains, New York

***July 1999 – July 2000***

Project Manager I

1. • Performed site visits to delegated vendors to assess compliance with HCFA regulations.
2. • Identified areas of risk and prepared Corrective Action Request (CAR).
3. • Continuously monitored the delegated vendors to ensure implementation of Corrective Action Plan in response to the Corrective Action Requests (CARs).
4. • Liaison between the delegated vendor and Oxford to maintain and foster a good business relationship and provide assistance and resolution to compliance, as well as, other issues/concerns.
5. • Performed monthly claim audits to assess adequate turn-around time and denial accuracy for the delegated vendors.

**EDUCATION:**

Herbert H. LehmanCollege – Bronx, New York

Bachelor of Science Degree/Accounting – January 1990

**References furnished upon request**.