

Adriana England

Orlando, FL 32822

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Seeking a challenging career within the Health Care Operations Industry to obtain a position of responsibility, Using my skills efficiently to communicate my ideas and views and commit myself for achieving organization objectives with the team effort and my positive attitude and performance.

Authorized to work in the US for any employer

WORK EXPERIENCE

Insurance Verification Lead

PRIME THERAPEUTICS SPECIALTY PHARMACY - Orlando, FL -

2012-10 - Present

- Processing of Pharmacy benefits and or if medication is required to be covered under members Major Medical benefits.

Authorization/PreCertification Initiation to plan with attached Clinicals. Follow up on Auth submissions. Verifying if provider is In-Network contracted with Member PPO, HMO, Idemnity Plans.

- Direct on floor contact for Escalated issues dedicated to MIRT Team, Client Response Teams

- Skilled on the Following Referance Catagories Chronic Illnesses (Hemophilia, MS, Rheumatoid Arthritis, Fertility, IVIG/ Enzyme Replacement, Oncology oral & injectable, Growth hormone, Immune Deficiency, Hep C, Leukemia.

- Triaging Scripts to correct participating/In- Network Pharmacies. First response for VIP Physicians, PCP Referral initiations, Provider Services in which multiple referrals are scanned for this referring doctor. Peer to Peer submissions with attached Clinical notes and documentation for UM Nurse Dept, Coverage Criteria, Quantity Limits, Overrides, DUR Rejections, Buy and Bill request.

NETWORK OPERATIONS REP

Blue Cross Blue Shield of Michigan - Detroit, MI -

2009-07 - 2012-10

- Served as primary point of contact to Network Pharmacies via the Network Management escalation phone line and collaborate with internal stakeholders to resolve inquiries regarding credentialing, contracting, claims payment, claims

submission requirements, claim reversals, Drug Pricing Analysis complaints, and other miscellaneous reporting on a recurring basis as needed.

- Monitor, respond to, and escalate inquiries received through the Network Management email box and Network. Management phone lines in a timely and professional manner.

- Assist the Network Management Contracting Team and other provider relations departments with outbound calls to pharmacies as needed to address and resolve issues or create awareness of new clients, networks, or regulatory requirements.

CLIENT IMPLEMENTATIONS SPECIALIST

Meridian Health Plan - Detroit, MI -

2007-03 - 2009-07

- Establishing and maintaining strong business relationships with Hospitals, Physician groups, and Ancillary providers.

- Meet regularly with management, project teams, and functional team leaders within health care provider groups to review program performance, contracting strategies, and resolve problems. Ensures network contracts are executed within EHN guidelines.

- Work with team to perform cost/benefit analysis and determine impact of proposed changes. Ensure health care groups are compliant with EHN provider manual and provide education around topics within the manual, plan guidelines and clients.

EDUCATION

High School Diploma

ARLINGTON SENIOR HIGH SHOOOL - Saint Paul, MN

2009

SKILLS

AS400, auditing, CPT, EPIC, Excel

ADDITIONAL INFORMATION

Skills

AVALITY, NICE, AS400 High level of accuracy
CPT, ICD10, HCPCS Strong interpersonal skills
Data Base System Use Oracle, BOSS, EPIC Quality assurance
Pleasant Demeanor Medical bill auditing
Microsoft Office, Word, Excel, Spreadsheet, Outlook HIPAA compliance
Proficiency Project planning
Understands Grammar Report development
Meticulous attention to detail Hospital inpatient and outpatient records