

Tahnee N. Hall

Adapt ~ Improvise ~ Overcome

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Summary

Having worked in the Health Insurance industry for 16 years for Independence Blue Cross, a leading Blue Cross/ Blue Shield Company, I understand the importance of adapting to the changing topography of an industry, developing and implementing an improvisation plan, and overcoming obstacles to effectuate problem solutions through both collaboration and independent work effort. This involves four key concepts: 1) juggling the details while keeping the big picture in view; 2) providing concise oral and written communication to all stakeholders; 3) being comfortable soliciting assistance when necessary; and 4) being mindful of the necessity of continual learning.

Education

Longwood University (formerly Longwood College)

Bachelor's Degree

Biology

Penn LPS Coding Bootcamp

Certificate Program – Expected Completion February 2020

A full-stack coding bootcamp program that includes practical exposure to the fundamental use and implementation of HTML5, CSS3/Bootstrap, JavaScript, Database Usage/Construction, Git, Command Line and other Developer tools.

Employment History

Operations Lead Incident Coordinator

- Developed and implemented an inventory oversight process resulting in reduction of aged inventory by 30% within six months, which included:
 - Reviewing/analyzing inventory reports for the development and monitoring of daily and weekly inventory goals.
 - Implementing one on one training/coaching sessions.
 - Cultivating customer relationships through oral and written communication.
- Administered complex executive level inquiries through completion of root cause analysis and written/oral narration of the root cause and resolution, resulting in a less than 1% re-open rate of personal inventory.
- Coordinated the monitoring of team support of vendor system implementation activities through scheduling weekly meetings, completing and distributing weekly management implementation reports, and ensuring that appropriate vendor post-implementation activities occurred, including impacted claims clean-up.

Operations Senior Incident Coordinator

- Supported reduction of Affordable Care Act (ACA) enrollment related incident inventory by almost 50% over a six-month period by:
 - Ensuring appropriate resource allocation.
 - Developing the expansion and documentation of analysis and resolution processes.
 - Completing quality reviews and peer coaching when appropriate.
- Completed review and resolution of assigned personal inventory within departmental timely and quality guidelines.
- Collected system implementation information for the creation and socialization of pre/post-implementation documentation.

Customer Touchpoint Analyst II

- Managed the end to end cross-functional activities related to the implementation of a new group, a group renewal, a new product, a product enhancement, and federal/state mandate for the Operations Division, which included:
 - Completing and presenting operational feasibility assessments by engaging appropriate subject matter experts;
 - Coordinating the development, documentation and socialization of timelines/project plans, business requirements and risk mitigation plans.
- Completed weekly management reports regarding implementations and assisted with the development of a new reporting process/system.

Business System Analyst

- Developed business cases independently and in collaboration with other team members to demonstrate the associated savings profile of current systems and new system/process opportunities.
 - This included the recommendation to implement system functionality that reduced the number of internal inquiries received for a subset of claim issues by 50%.
- Provided end to end project management support of software upgrade implementations through development/maintenance of project plans, creation/validation of business testing scenarios/results and assistance with the development of business requirements for system interface changes.
- Independently and collaboratively created and maintained end to end system functionality and team processes documentation.
- Reviewed and analyzed medical policies and legal mandates to determine division impact and compliance.

Medicare Appeals and Grievances Specialist

- Investigated internal standard, expedited/fast-track and Complaint Tracking Module (CTM) member appeals for Medicare Advantage lines of business.
- Created and presented written appeal case summaries for both internal and external review.
- Provided education for internal and external stakeholders regarding enrollment, eligibility and benefits, appeal rights, and application of internal/CMS guidelines.

Claims Payment Analyst

- Examined and processed claims for multiple lines of business and service types, including home infusion, anesthesia, home healthcare and inpatient facility.
- Created written summaries concerning complex claim issues for management review; and interacted with external stakeholders to assist with the resolution of complex/recurring claim payment issues.
- Provided chair-side peer trainings.

Computer/Software Literacy

Microsoft Office Suite, HP Service Manager, ServiceNow, ClaimCheck, Clear Claim Connection, MHS, Git.

Leadership Service Achievements

Toastmasters International

- Competent Communicator and Silver Leadership Program Completion
- 2012 District 38 International Speech Contest Winner

Christian Street Baptist Church (Voluntary Positions)

- Treasurer, 2009-Current
- Clerk/Secretary, 2006-2009