Anita Anastasiadis

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WORK EXPERIENCE

CareFirst BlueCross BlueShield — Owings Mills, Maryland · · · · · · June 1997 - Present
– Over 28 years of progressive experience in software engineering, business systems, and operations in health insurance.

Manager, Software Engineering · · · · · · July 2022 - Present
– Lead a team of 12 analysts, managing the Facets Competency Center and the Facets OTS Claims Team.
– Ensure timely resolution of One Stop tickets, meeting service-level agreements (SLAs) consistently.
– Manage scripts to release and recycle claims, ensuring backend Facets data accuracy and reliability.
– Provide production support by resolving issues and ensuring accurate claims processing and system integrity.
– Oversee Facets Claims configuration, including Workflow, Processing Control Agent, and Duplicate Claims Rules.
– Coordinate system fixes and enhancements with IT, writing User Stories and supporting testing and implementation.
– Manage the Mass Claims Adjustment process, enabling large-scale adjustments for medical claims efficiently.
– Support Facets upgrades, deployments, and fixes to maintain system reliability and operational efficiency.
– Ensure compliance with mandates by participating in corporate initiatives and projects impacting claims systems.

Manager, Business Systems (Operations Technical Support) · · · · · · October 2012 - July 2022
– Managed teams for Facets Claims, Dental Systems, Customer Service OTS, and Contract Generation processes.
– Directed Patient Liability, Payee Indicator, and Voucher processes from a Facets business operations perspective.
– Acted as subject matter expert for Facets accumulators, resolving issues and supporting related projects.
– Oversaw the CXT processes for Facets and NASCO platforms, ensuring successful releases and resolving system issues.
– Led Facets Dental configuration, including product builds, provider agreements, and pricing for seamless implementation.
– Managed contract generation for small and medium-sized groups, producing 200,000+ documents annually.
– Optimized Facets Customer Service configuration and CDW letter processes, improving operational efficiency.

Manager, Dental Operations Projects, Initiatives, and DHMO Systems · · · · · · June 2009 - October 2012
– Coordinated all projects for Dental Business Operations, including charters, requirements, and plans.
– Implemented a national dental provider network, enabling CareFirst to compete for national accounts and grow market share.
– Enhanced Member and Provider Portals by implementing electronic EOBs and other user-friendly features.
– Led implementation and configuration of dental products while identifying downstream system impacts and changes.
– Served as security lead for Dental, approving grids and improving the Facets Role creation process.
– Collaborated on legislative workgroups to ensure compliance with state and federal mandates.
– Built and managed annual budgets, completing monthly variance reports to ensure financial accountability.

Project Manager, Dental Business Operations · · · · · · September 2007 - June 2009
– Directed dental projects, developing strategies, requirements, and plans to meet objectives on time and within budget.
– Collaborated with IT to configure procedure codes and pricing for dental product lines, ensuring seamless implementation.
– Streamlined the annual ADA CDT Code release process, reducing implementation time and improving accuracy.
– Partnered with IT to resolve system issues, including Interest Penalty programs and Explanation of Benefit documents.
– Strengthened operational support by implementing efficient reporting processes and managing Call Director changes.

EDUCATION

Loyola University — Baltimore, Maryland
Bachelor of Business Administration, Business Management

SKILLS

Core Competencies | Configuration | | Claims Mgmt | | Leadership | | Process Opt. | | Compliance | | Decision-Making |
| Team Building | | Project Mgmt | | Stakeholder Comm. |

Industry Knowledge | Managed Care | | HMO | | PPO | | Medical/Dental | | Regulatory |

Technical Skills | MS Office | | Facets Config | | Workflow | | Data Analysis | | Sys Admin |