

Tina Jasper

1234 Threshing Lane ● Yourfield, IL 12345 ● Phone: 815.555.1234

TinaJasper@anymail.com

SUMMARY OF QUALIFICATIONS

- Over 25 years of experience in a diverse background of the Healthcare Industry, offering versatile office management skills and proficiency in Microsoft Office programs. Established and maintained strong working relationships with management, staff, and internal and external groups.
- Enthusiastic and creative with the ability to achieve objectives within strict deadlines.
- Excellent communication and presentation skills, strong written, oral and interpersonal communication skills.
- Excellent analytic and problem solving skills utilizing both an individual and team approach.
- Highly experienced in Account Management, Network Service Relations, Physician and IPA Relations, and Ancillary for all free standing facilities.

PROFESSIONAL EXPERIENCE

Unicare Healthplans, Chicago, IL

Network Relations Specialist, 2001-2009

- Developed and provided enhancements to training programs for providers.
- Conducted provider seminars and presentations to support the understanding on UNICARE networks, business operations, and policies and procedures.
- Functioned as a high level technical resource within the group or business areas to resolve and facilitate complex provider issues.
- Devised/modified procedures or programs to enhance quality of service to providers.
- Assisted in the preparation of hospital and IPA negotiations.
- Interpreted contract language to UNICARE's network.
- Conducted providers contract negotiations and lead contracting efforts with providers to build and maintain a cost effective, accessible provider network.
- Researched, conducted analysis of future network sites and gathers information, analyzed data and prepared reports.

Senior Provider Services Representative, 2000-2001

- Provided service to 27,000 members serviced by IPA's and Hospitals
- Interpreted contracts, researched claims and introduced new procedures and products to a geographically diverse provider population.
- Created power point orientations to educate new provider organizations.
- Provided incentive fund monitoring and presentations of earnings or collection of deficits.

Provider Service Representative, 1995-2000

- Assisted OB/Gyne Direct Access Program by creating manuals and documentation usable for the Anchor Medical Office.
- Designed and maintained and Anchor Referral Directory for HMO patients. This directory served as a referral guide and was used by all seventeen medical offices.
- Serviced as a liaison between provider service and departments within the organization.

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Utilization Management Assistant, 1986-1995

- Launched a piloting program for referral processing at Anchor Central creating a centralized referral-processing unit for all the Anchor Sites.
- Specialized in pre-certification of outpatient surgeries, ordering of DME equipment and outpatient specialty care.
- Provided phone consultation, claim resolutions, and interpretation of member eligibility and strong customer service focus.

Rush Presbyterian-St. Luke Hospital, Chicago, IL

Food Service Assistant- (Part-time Student), 1983-1986

Assisted with the preparation and delivery of meals for patients

Worked part-time while completing my college education

EDUCATION

International Seminary, Plymouth, FL

Bachelor of Theology, 2006-2008

Triton College, River Forest, IL

Continuing Adult Education, 1993-1994

Computer Training, Lotus 1,2,3, Microsoft Word, Excel, Power Point

Chicago City Colleges, Chicago, IL

Basis and Intermediate Courses in Medical Terminology, 1990

Triton College, River Forest, IL

Associates of Arts Degree/Office Technology, 1984

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REFERENCE

Available Upon Request