RESUME

Patricia A. DeVore

███████████████

Montgomery, IL. 60538

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PRINCIPLE STRENGTHS

- Excellent written and oral communication skills
- Extensive knowledge of Patient account billing and collections, including CPT, ICD-9 coding and Medical Terminology training
- Detail oriented
- Self-starter and works well independently
- Ability to handle a variety of priorities and projects
- Experience in IDX, MEDICAL MANAGER, RAIN TREE programs

EDUCATION

Waubonsee Community College-courses completed include Business Management, Accounting I & II, Microeconomics, Macroeconomics, Psychology, Lotus 123, Word Processing and Database application.
GPA 3.67 on 4.0 scale.
Trained in Medical Terminology and CPT Coding and ICD-9 & ICD-10 Coding.
Mid-Management Certificate from Waubonsee Community College.

EMPLOYMENT HISTORY

MultiPlan (fka: Viant, Inc and Concentra Preferred Systems)
535 E. Diehl Rd. Naperville, IL 60563 **(630) 649-5000**

Position: **Client Data Management, Analyst**

Date: 3/08 – 5/16	Status:	Full-time, Non-Exempt

Dept/Manager: CDM / Naperville
Supervisor   Julie Surina – Client Data Management Manager

Essential Duties and Responsibilities:

- A working knowledge of 12 various internal operational applications to retrieve vital client data to add/build our new client's / products / services / fees information and input that data into our main operating application system for live claim flow / repricing services and invoicing.
- Manage / research / resolve Group Medical and Work Comp ineligible claim fall out to salvage any possible potential savings opportunities.
- Internally coordinating and resolving any daily claim flow system issues.
- Complete any special projects as assigned by upper management daily.
- Maintain a working knowledge of all MultiPlan / Viant, system operations /departments / products in order to continue to be proficient and efficient in all area's of our business, including the financial revenue initiatives as well.
- Review, interpret and enforce signed executed contracts between MultiPlan and our client's.
- Responsible for preparing documents for both internal and external semi-annual SOX audits.
- Perform daily QA analysis on initial new client set-ups and ongoing system testing as well.

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Position: **Western Region – Sales Account Associate**
Date: 12/4/06 – 3/08   Status: Full-time, Non- Exempt
Dept/Manager: Sales/Naperville - Joe Cisna – Account Executive

Essential Duties and Responsibilities:

- Support assigned Account Executive(s). Have a working knowledge of Beech Street's PPO products to ensure appropriate communication with clients and internal departments.
- Maintain and track the data entry for all geo access, disruption, CPT, and savings analysis reports on potential new product sales.
- Create & distribute special reports daily/weekly for both internal and external client's to ensure the reports are delivered within the standard turnaround time schedule.
- Support assigned Account Managers in the day to day operations and set up for 'labor intensive' accounts. 'Labor intensive' accounts are defined as clients that require special handling with monthly reports, have an increased volume of policy holder profiles, geo access, disruption, CPT, and savings analysis reports as well as set conference calls. For 'labor intensive' accounts the Account Associate will take the lead and be responsible for coordinating with internal departments for accurate implementation and auditing of life counts, network access, contacts, and other general information into the HEAT system;
- Participate in special projects as deemed appropriate by management.
- Maintain knowledge of Viant, HNS and Beech Street systems, departments and products to function as a general backup for Account Executives and Account Managers when needed.
- Assist Account Executives and Account Managers with preparing special reports and presentations for onsite client visits. Participate in onsite client meetings and visits as well.
- Coordinate all standard & special Target EDI Testing exercises through our client & internal Operations staff for our client's ongoing Target testing initiatives.

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Position: **Client Service Representative**
Date: 6/03-12/06   Status: Full-time, Non- Exempt
Dept/Manager: Client Services/Naperville - Pat Hare - Manager

Essential Duties and Responsibilities:

- Proactive interaction with client contacts, initiating client calls to evaluate our service and to establish the clients needs
- Responsible for providing a full range of customer service and consistently support your clients needs
- Respond to all client inquiries and resolve any outstanding concerns, while being well versed in the knowledge of all CPS review services
- Monitor case statuses by analyzing and reviewing client reports on a daily basis
- Exhibit excellent interpersonal skills that allow you to relate professionally and help to preserve a lasting working relationship with our client
- Maintain operational relationships will all levels of CPS staff, sharing information to enhance client services

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Position: **Claim Resolution Specialist (Negotiator)**
Date: 9/02-6/03   Status: Full-time, Exempt (salaried)
Dept/Manager: Professional Negotiation Services/Naperville
Position Hours Days, Monday-Friday

Essential Duties and Responsibilities:

- Develop and maintain positive, service-orientated relationships with healthcare providers
- Utilize the OPR/PNS/C2C data and methodology to negotiate claims

- Utilize all appropriate resources so as to maximize success in negotiations
- Achieve departmental performance standards while adhering to client specific service requirements
- Maintain control of negotiations and make a spoke case for a course of action
- Prioritize day in order to maximize access to healthcare providers in multiple time zones

References available upon request