

SHANNON A. LeBLANC

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EDUCATION

Saint Leo University -- Graduation: March 2017 - GPA 3.8
Master of Business Administration / Health Care Management

University of South Florida -- May 2015
Bachelor of Science Degree -- Finance

SUMMARY OF QUALIFICATIONS

- Customer Focus: Establishes meaningful relationships with customers to build emotional engagement and customer advocacy
- Simplifies complexity and integrates internal efforts to deliver an optimal customer experience
- Collaborates: Engages others by gathering multiple views and being open to diverse perspectives, focusing on a shared purpose that puts overall success first
- Strong ability to streamline processes and interpret financial data and reports
- Accountability: Meets expectations and takes responsibility for achieving results; while encouraging others to do the same

EXPERIENCE

USF Health – Tampa Florida

Provider Relations Manager, August 2018 – Present

- Evaluate, analyze, and interpret market utilization data for market USF Health's service lines ensuring that sales priorities are identified.
- Evaluate, analyze, and interpret current physician referral patterns and trends, in addition to financial margins, for USF Health's service lines, ensuring that sales resources are optimized
- Work closely with team members in the Marketing department to ensure alignment of goals and messaging with the various USF Health's clinical marketing spaces.
- Develop goals and timelines for closing new or enhanced physician referrals. Execute sales and retention strategies and plans; track activities using excel; report on activities and issues; successfully close new business in accordance with predetermined targets.
- Complete face-to-face sales meetings with physicians and practice managers, ensuring that a thorough understanding is gained regarding the physician and practices desires and needs. Meeting with over 100 primary care and specialists offices monthly.
- Complete follow-up meetings with physicians, practice managers, and/or other providers as needed to close new or additional business, ensuring that internal and external obstacles to business growth and retention are identified and minimized or eliminated.
- Continuously modify sales and retention strategies and plans to ensure optimal business outcomes and "win-win" results for physicians and company market providers.

Alignment Healthcare – Tampa/St. Petersburg, Florida Area

Provider Services Representative, May 2017 – August 2018

- Facilitate provider and office staff education and training in order to increase their familiarity and satisfaction with Alignment Healthcare's systems and strategies, including training and education on claims/encounter data submission, referral management system, RAF/HCC coding, HEDIS, Stars and clinical initiatives.
- Enhances the relationship with providers and office staff by conducting timely, effective routine and follow up visits to provider offices, participating in provider orientations, Joint Operations Committee meetings, with appropriate information sharing, by efficiently and effectively responding to requests for information, by monitoring and influencing physician growth opportunities and trends, and by successfully resolving issues related to capitation, claims, and other operational functions.
- Set targets and priorities in order to meet national and market-specific network needs
- Maintain internal awareness of network changes by issuing timely and accurate provider update communications about provider changes, terminations, additions and panel closures. Submitted over 1,000 notice of change requests for contracts (i.e. provider adds, credentialing, address, billing and other contractual changes)
- Supports improvement in risk-adjusted revenue by overseeing encounter data submission volume and HCC capture, coordinating and providing information and/or training providers where deficiencies are identified.
- Supports department efforts and Provider Relations Manager by participating in interdepartmental meetings and selected committees.

- Independently negotiated and contracted PCP's, Specialists, and Urgent Care Facilities
- Received monetary award for the most contracted providers in Alignment's Hillsborough Expansion
- Assisted in redlined contractual agreements and created new hybrid contract templates
- Successfully prevented providers from terminating and maintained provider satisfaction
- Became direct point of contact for Alignment's provider services call line to assist in all of Florida's provider issues

CarePlus Health Plans - Tampa, Florida

Financial Recovery Analyst, May 2016 - May 2017

- Completes routine and moderately complex data analysis projects
- Routinely exceeds recovery of \$50,000 monthly for CarePlus Health Plans
- Review contracts in multiple payer systems to determine the root cause of problems and coordinate appropriate solutions
- Designated project leader on Catastrophic Hospital Stays data
- Execute special analysis projects using terminated provider member listings as well as performed regularly scheduled reporting responsibilities. Assess key areas of concern in overpayments and refunds, lab leakage, transportation, etc., communicate results to leadership to identify opportunities for process improvement for the provider community.
- Generate reports to assist the on-going management of existing projects and the maintenance of key performance measures. Implemented project changes to improve efficiency of MCR team processes. Generate reports for FR Call team, FR Analysts, and FR Nurse Case Managers.
- Awarded Employee of the Month for developing a streamlined process for divisional use to expedite communication to members

WellCare Health Plans - Tampa, Florida

Systems and Reporting Analyst, Associate, July 2015 – May 2016

- Ran standardized processes, reviewing results and distributed corporately as needed
- Tested and developed an understanding of assigned processes to modify/update code when applicable
- Created Ad Hoc reports, queries and/or analyses upon request
- Reported analytics and interpretations of data anomalies as data knowledge developed