



MICHAEL ANDERSON

CLAIMS OPERATIONS DIRECTOR

CONTACT

-  (555) 234-5678
-  michael.anderson@email.com
-  San Francisco, CA

SKILLS

- claims analysis
- risk management
- data analytics
- process improvement
- team development
- compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

**MASTER OF BUSINESS
ADMINISTRATION, UNIVERSITY OF
HEALTH MANAGEMENT**

ACHIEVEMENTS

- Increased claims processing speed by 40% through workflow enhancements.
- Received the Leadership Excellence Award for driving operational improvements.
- Successfully reduced claims denial rates by 15% over two years.

PROFILE

Accomplished Claims Executive with a robust background in claims analysis and risk management within the health insurance sector. Expertise in developing and executing strategies to enhance claims processing efficiency and effectiveness. Proficient in leveraging data analytics to inform decision-making and optimize claims outcomes. A strong advocate for continuous improvement, fostering an environment where innovation is encouraged and rewarded.

EXPERIENCE

CLAIMS OPERATIONS DIRECTOR

HealthFirst Insurance

2016 - Present

- Oversaw operations for the claims department, managing a budget of \$5 million.
- Developed and implemented a new claims tracking system that improved accuracy.
- Led cross-functional teams in process improvement projects.
- Established key performance indicators for claims processing efficiency.
- Negotiated contracts with third-party service providers.
- Conducted regular audits to ensure compliance with regulatory requirements.

SENIOR CLAIMS ANALYST

WellCare Insurance

2014 - 2016

- Analyzed complex claims data to identify discrepancies and trends.
- Collaborated with healthcare providers to resolve billing issues.
- Provided training to junior analysts on claims processing protocols.
- Generated reports for management to inform strategic decision-making.
- Participated in cross-departmental initiatives to improve claims workflows.
- Assisted in the development of training materials for new hires.