

VONDA SICKLES

Career Goal

Obtain an operations leadership position within an established organization that will allow me to contribute my experience and knowledge from over 25 years of progressive healthcare operations and contracting experience.

KEY COMPETENCIES

- Extensive Knowledge of Government Programs/Medicare/Medicare Advantage/Medicaid
- Experienced with Process Improvement Techniques
- Strong Under Pressure
- Proficient with Root Cause Analysis
- Proven Track Record of Exceeding Goals
- Contract Negotiation
- CPT, ICD-9, ICD10 Billing
- Compliance Oversight

EMPLOYMENT HISTORY

TEKsystems/CareSource

Compliance & Delegation Oversight Manager

July 2019 – October 2019

Responsibilities:

- Audit business processes to ensure compliance with state and federal requirements
- Report potential risks, non-compliance or alleged violations
- Support business areas in documentation of appropriate root cause analysis and effective remediation of root cause to prevent future deficiencies
- Maintain awareness of current and emerging trends and developments in the compliance/regulatory industry
- Coordinate activities with all levels of staff and delegated staff, through clear and concise verbal and written communication
- Negotiate and resolve complex and sensitive projects and team issues with diplomacy and persuasiveness
- Execute an annual audit work plan to evaluate internal areas, or delegated entities to meet regulatory oversight and compliance requirements
- Develop, sustain, and leverage relationships organizational wide when gathering, validating, and providing feedback on compliance audits
- Serve as the subject matter expert in interpreting compliance and regulatory requirements to the business areas

eBlu Solutions/Kizan Technologies

Director of Operations

February 2017 – February 2019

Eblu Solutions is a single portal solution for Insurance Benefit Verification, Electronic Prior Authorization and Co-Pay Card Tracking for high cost infusible drugs administered in the physician's office.

Responsibilities:

- Oversee provider and client service programs, including implementation and training of management, pharmaceutical representative and healthcare providers on the eBlu Solution system
- Provide direction toward data delivery and reporting systems for both internal and external customers
- Lead personnel activities including screening hiring and dismissal of staff
- Oversee compliance activities that included monitoring and coordinating all aspects of regulatory compliance efforts and procedures
- Manage and ensure all security systems, including access card, key control, and alarm system were

maintained

- Participates as compliance subject matter expert related to HIPAA, and Privacy and Security initiatives
- Conduct, direct, and facilitate all activities related to Internal and External audits and respond to findings
- Developed and implemented compliance training and communication plans
- Create and revise policies and procedures

Aetna Better Health of Kentucky

Manager, Provider Relations

March 2016 – February 2017

Responsibilities:

- Manage the day to day activities of the Provider Relations Department and team
- Develop and maintained excellent working relationships with the existing provider network, Provider Relations staff, and all other internal and external customers
- Assist with recruiting and negotiating contracts with specific providers groups
- Ensure contracts followed company templates, reimbursement structure standards and other key process controls
- Manage and lead a team in the support of an overall provider network and develop a plan for service objectives
- Oversee the credentialing activities of the company's network of providers and other entities
- Develop departmental policies and procedures, and implement training programs, educational materials for providers as well as internal staff
- Identify efficiencies and process improvements while working with internal and external stakeholders
- Support providers with problem resolution, as necessary

eBlu Solutions

Consultant/Plan Operations/Contract work

January 2016 – March 2016

Responsibilities:

- Support patient access services and solutions for high-end pharmaceutical products
- Collect and report data to track payer policy and coverage information
- Manage accounts pre and post implementation
- Gather and document Operational Business Rules for the end to end process

Anthem Medicaid

Manager II Medicaid State Operations

March 2014 – November 2015

Responsibilities:

- Report directly to the Vice President of Operations as a member of the management team
- Successfully managed day-to-day operations of Medicaid business unit including service center operations, claims, fee schedule, reimbursement, and national call centers for providers and members
- Implemented processes and standards for performance management, complaints and appeals, regulatory and contractual compliance, and monthly claim financials
- Create departmental policies and procedures
- Maintain compliance with key State requirements
- Monitor vendor agreements to ensure compliance, monitor quality, and productivity, which includes Dental, Vision and Pharmacy Vendors
- Act as a liaison and subject matter expert for Behavioral Health Providers on correct coding, fee schedule update, and reimbursement
- Act as a subject matter expert for reimbursement and fee schedule updates for Dental and Vision providers
- Develops, mentors and coaches' team to advance their careers at Anthem
- Hires, trains, counsels and evaluates performance of direct reports

- May participate in fact-based negotiations of agreements and/or participate or lead cross-functional teams to implement vendor services.
- Oversee and investigate Service Level Agreement reports to drive quality improvement

IKA Systems

Director Service Delivery Team

April 2013 – March 2014

- Direct operational issues to resolution and escalated across the organization when necessary
- Interfacing directly with the client to address issues and maintain the relationship
- Serve as the liaison with other departments within the organization
- Recognize and analyzed impacts and coordinated proposed processes or plan changes
- Assist with conducting client meetings to clarify and confirm business initiatives.

Passport Health Plan

Director, Provider Claims and Reimbursement

September 1997 – March 2013

Multiple positions successfully held supporting both Medicaid and Medicare line of business administered by Passport Health Plan. Includes Manager Provider Support Services (Contracting and Reimbursement), Manager Process Application, Project Manager, Senior Provider Relations Representative, and Member Educator/Foster Care Liaison.

Responsibilities:

- Responsible for direction and oversight of critical departmental efforts such as provider reimbursement methodologies, financial analysis, accuracy of the claim payments, related to healthcare service codes and provider information necessary for the correct adjudication of claims.
- Oversee Vendor Management for Dental, Behavioral Health, Vision and Pharmacy Providers
- Participated in the review process for contracting negotiation of the State contract (RFP)
- Implemented cost savings initiative for an annual savings of fifty million dollars (Hospital reimbursement)
- Successfully led teams and exceeded annual goals for improved efficiency and accuracy in every role assigned including, but not limited to claims operations, contracting, provider reimbursement, and provider file maintenance
- Led assigned departments through two successful system conversions
- Successfully led project to implement NPI (National Provider Identifier)
- Led the process to enroll 2200 members in Foster Care into a managed care plan. Created a code to be used on the enrollment file from the State that would identify members in the program.

Anthem

1991 - 1997

Supervisor, Dedicated Toyota Unit
Quality Auditor

Responsibilities:

- Responsible for managing dedicated team within National Accounts.
- Responsibilities included claims, enrollment, member and provider services, coordination of benefits and reconciliation.

Education

Attended Eastern Kentucky University

Recognition

Board of Directors, Wednesday's Child
Member of the AAPC effective July 2015