

Stefanie R. Buzan

OBJECTIVE: To continue growing within the Humana organization, utilizing my strengths in leadership, organization, process improvement, commercial and government products, planning and problem solving, to make a difference.

EDUCATION:

UNIVERSITY OF LOUISVILLE, Louisville, KY

Bachelor of Arts, English, Academic Specialty in Social and Behavioral Sciences, December 1994.

HONORS:

Two/Ten Scholarship award to University of Louisville

National Trust for Historic Preservation Community Scholar Award 2004

Kentucky Historical Society Award of Merit 2008

Mayor's Good Neighbor Award, 2008 District 21

Kentucky Colonel

Daughters of the American Revolution (DAR) Corn Island Chapter

Cultural Champion 2015

PROFESSIONAL EXPERIENCE:

HUMANA INC., Louisville, KY

January 1996 to Present

Privacy Office Associate Director March 2008- present

I am responsible for providing privacy consultation and support to all departments within Humana, this includes privacy education and awareness through the development of the annual privacy training. I am responsible for the development of a team of consultants that conduct investigations and facilitate the resolution of privacy related complaints and potential privacy breaches in compliance with the Health Insurance Portability and Accountability Act.

Market Service Relations Area Director/Provider Service Executive March 2005-March 2008

I am responsible for timely, accurate and appropriate responses by associates to complex provider inquiries and the oversight of the of relationship management activities with key providers and market personnel. I serve as the primary contact where necessary, as escalation requires it. I manage research activities to identify underlying root cause issues and coordinate across functional areas to resolve impacted claims. I support integration of new technology in the work force and provider community and coach and mentor associates to elevate their capability to contribute to Humana. Understands and effectively manages provider inquiry inventory, including staffing, training, procedures/process and quality control.

Provider Issue Resolution Consultant December 2003-March 2005

Orchestrate effective communication between the Provider Issue Resolution area and assigned markets. Maintain a weekly tracking tool of all outstanding provider issues for market areas. Research and determine root cause of technology and process breakdowns that negatively impact the timeliness and accuracy of claims payment. Develop technology and process fixes via internal resources and coordinating with support departments.

Operations Manager October 2001-December 2003

Ensure the service and operational excellence of the Kentucky, Chicago, Milwaukee and Self-Funded Customer Service Operation. I was responsible for the performance and development of ten customer service supervisors. Daily monitoring of call trends to maintain call quality. Research and develop techniques to reduce cycletime on resolution of customer inquiries. Evaluate and implement ways to leverage technology to offset human capital. Review historical data, as it correlates to staffing models, to maintain effective staffing. Focus on associate retention. Conduct site visits with clients and providers to build trust in our claims processing and customer service methodology. Orchestrate tours of the Louisville Service Center for clients and providers, in order to allow them to observe Humana's claim processing and customer service procedures. Interview and hire candidates for customer service, supervisor and manager positions through Humana's behavioral interview process.

Market Relations Manager April 2000 to October 2001

Orchestrate effective communication between the claims, service, sales and provider administration areas. Plan and facilitate meetings with all levels of leadership within the operational areas, designed to identify opportunities for process improvement that supports the initiatives of the entire company. Develop and coach teams to resolve process failures. Conduct site visits with clients for the purpose of new business and renewals. Client evaluation and counseling to determine which products fit their geographical, financial and workplace needs.

Operations Manager October 1999 to April 2000

Directly responsible for the service and operational excellence of a one hundred person, customer service call center. I was responsible for the performance and development of eight customer service supervisors. Daily monitoring of call trends to maintain call quality. Research and develop ways of reducing cycletime on resolution of customer inquiries. Evaluate and implement ways to leverage technology to offset human capital. Review historical call data, as it correlates to staffing models, to maintain effective staffing. Focus on associate retention. I was responsible for management of 3.1 million dollar departmental budget, annually. Interview and hire candidates for customer service, supervisor and manager positions through Humana's behavioral interview process.

Operations Supervisor May 1998 to October 1999

Utilize Performance Management techniques to develop quality customer service skills in twenty, front line, direct reports. Analyze and compile report data to effectively manage call center statistics. Recognize and communicate opportunities to the appropriate parties to improve the overall work environment. Continue education of system enhancements and product development to maintain a technical advantage.

Customer Service Specialist January 1996 to May 1998

Took possession of calls received on the 1-800-4 HUMANA line to personally resolve the service needs of the members in accordance with their geographical location and service agreements. This included issues pertaining to, but not limited to, enrollment, claims and referrals. I was the sole contact for the Chrysler Benefit Coordinators, to maintain all Chrysler membership needs.

**SCHOTTENSTEIN INCORPORATED, Louisville, KY
September 1988 to November 1995**

Customer Service Representative: Responsibilities include customer satisfaction, training employees ranging from entry level to management, development of eye catching merchandise displays, assisting with the scheduling of employees, preparation of annual inventory, operation of telephone switchboard system as well as refunds, exchanges, lay-a-ways and purchases.

VOLUNTEER RESPONSIBILITIES AND ACTIVITIES, Louisville, KY

The Little Loomhouse/The Lou Tate Foundation 2007-2013 - President, Board of Directors, **2013-2015**
Currently an active volunteer.

Iroquois Neighborhood Association/Civic Club 2003-present - Director, Preservation Committee

Louisville Historical League 2011-2013 Board of Directors - currently write for the League's newsletter

Friends of Eastern Cemetery 2016–Present - Board of Directors

A View from the Top, the Neighborhoods of Iroquois Park and Kenwood Hill 2007 – Co-authored a 200 page book about the history of the Iroquois and Kenwood Hill Neighborhoods. The book sold 4,000 copies and all proceeds were donated to the Little Loomhouse.

Fenley Cemetery Clean up and Restoration 2015 – 2016 coordinated volunteer groups to clean and restore a one acre, abandoned cemetery in south Louisville. One hundred forty-eight (**148**) volunteers have logged over one thousand seventy-three (**1,073**) volunteer hours to bring dignity back to Fenley Cemetery. To date, we have removed 30 tons of plant debris from the cemetery. Our volunteer base is largely drawn from Humana employees using their Volunteer Time Off (VTO) day, to volunteer at Fenley, along with our core group of neighborhood volunteers and other community volunteers dedicated to the restoration and preservation of local cemeteries.