

# Shavonda Davis



Health Specialist with education and experience in clinical operations, supporting organizational implementation, maintenance of health delivery regulatory compliance and best practices. Serve as lead

resource during compliance audits. Self-motivated with proven track record of managing administrative operations in Healthcare sector. Prioritize tasks, compile data for reports and perform variety of tasks with minimal oversight in busy settings. Proficient with Microsoft Office, Microsoft Windows, Internal System Knowledge: Mentor, Marx, GCP (Guidance Care Portal), CCP, CRM, AE, CI, Macess, , Argus, PA HUB, MARS, Verint, ESP, SQUiDS, Version One, TFS, PMT, eBilling, EMME, Physician Finder, CA Service Desk Manager.

## Work Experience

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### **Claims Processing Representative 2**

Humana, Inc. - Louisville, KY

December 2019 to Present

Determines whether to return, deny, or pay claims following organizational policies and procedures

Focus on claims, type of claim, ERT, resources and process guide

Enter claims information into database systems

Prepare and review insurance claim forms

Calculate claims amounts

Investigate, evaluate claims for denial, returns or payouts.

### **Compliance Analyst**

Humana - Louisville, KY

July 2019 to November 2019

Research sales allegations against Humana internal & external partner agents

Seek/Obtain evidence by researching GCP/CRM & other internal Humana systems and marketing materials, reviewing recordings (i.e

Customer service, enrollment, verification & sales lead), etc

Maintain strong knowledge of Humana guidelines, Humana products & billing/enrollment processes

Email correspondence with business partners to obtain additional supporting documentation

Maintain department set Quality Audit & Production Scores

Review 10-15 telephonic enrollment recordings and documents relevant to information to be analyzed

Reviewed recordings of members & various departments within Humana, Inc

Compliance Analyst, 07/2019 to Current

Humana, Inc - Louisville, KY

Reviewed, obtained evidence by researching GCP/CRM and other Humana systems for reports

related to consumer and client activities

Performed deep audits of various departments to assess compliance with personal and ethical standards

Prepared documentation and records for upcoming audits and inspections

Reviewed and analyzed over 50 telephonic enrollment recordings and documents for relevant information

Prepared and presented comprehensive reports to upper management and audit team, covering issues and recommendations

### **Claims Review Rep II**

Humana - Louisville, KY

October 2018 to December 2018

Handled 20+ inbound calls per day

Handled 65-70 claims per day

Determined patient's eligibility based upon military criteria for qualification

Reviewed and verified prior authorizations for medical services

Reviewed patient's enrollment forms and any supporting documentation to assess patients eligibility for participation and claims payment

Explained procedures in easy-to-understand terminology to patients and their families

### **Eligibility Specialist**

Evolent Health - Louisville, KY

October 2016 to January 2017

Handled 40-60 inbound/outbound calls per day

Data entry, fax and e-mailed to advise members on program aides that could benefit them

Advised members on program aides that could benefit them

Assisted members with Pharmacy and Provider selections

Conducted interviews with applicants, explaining benefits process and which programs were available

### **Data Verification Specialist**

Aperture Credentialing - Louisville, KY

February 2016 to July 2016

Handle 80-100 inbound/outbound calls per day

Conferred with physicians & management personnel regarding requested information via fax, phone and email

Managed various projects & tasks simultaneously to meet organization's business objectives

Managed data cleaning & quality evaluations

## Education

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### **Associate in Medical Assistant**

Brown Mackie College - Louisville, KY

2013

### **Associate**

Brown Mackie College - Louisville, KY

## Skills

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- Time management
- Problem solving
- Microsoft office
- Microsoft windows

## Additional Information

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### Skills

Microsoft Office, Microsoft Windows Excellent time management  
proficiency Analytical & Problem solving skills  
Communication skills Time Management  
Goal setting Independent/ Teamwork Collaboration  
Attention to detail and exceptional follow up  
skills