

# NADINE DUNBAR

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*Strategically aligning technology and innovation to optimize business performance*

## **Skills & Competencies**

Building Relationships & Relationship Cultivation  
Issue Resolution  
Process Improvement  
Healthcare Management  
Privacy Compliance  
Legal Compliance  
Network Management  
Budget Management  
MS Word, Access, Excel, Outlook, PowerPoint

**Innovative and collaborative healthcare professional** with solid education and experience in provider relations, office administration, and direct client communication. Particularly skilled in healthcare operations, intuitive leadership, and technical proficiencies.

**High-performance leader:** Energetic strategic leader motivated to make an immediate impact through the fast and efficient implementation of emerging technology innovations that raise revenues, decrease costs, and improve efficiencies.

**Reliable and resourceful visionary:** Solutions oriented architect known for uncovering hidden opportunities, assisting in groundbreaking strategies, and forming strategic alliances with leaders within the managed care healthcare services space.

**Process Improvement • Provider Relations • Healthcare Compliance • Healthcare Operations  
Innovation • Performance Improvement • Provider Networks**

## PROFESSIONAL MILESTONES

- *Recognized for Top Territory Sales in 2014 and 2016*
- *Spearheaded system design improvements and innovations resulting in cost savings of over 85%*
- *Selected for Medicare recruitment initiative to lead the development of project research to introduce new products to providers*
- *Increased company recognition and recruitment 40% by attending community workshops & healthcare events*
- *Progressively promoted to Senior role as a result of repeatedly exceeding monthly visits and securing favorable reviews from multiple providers*

## PROFESSIONAL HISTORY

ADVOCARE

Atlanta, GA

### **Independent Sales Distributor**

January 2012 – January 2020

Provide innovative nutritional, weight-management and sports performance products to clients improving physical and financial wellness. Identify client needs by gauging nutritional dietary and health goals to develop and recommend highly tailored nutritional supplements and support products for purchase. Build and nurture relationships with clients and sales teams through extensive networking, industry research, referrals, and creative marketing while maintaining and demonstrating thorough knowledge and product expertise resulting in competitive advantage.

- ➔ Achieved top territory sales of 95K in 2014 and 105K in 2016 out of 7 territory sales reps
- ➔ Built a client base of 62 and mentored 22 sales consultants
- ➔ Maintain annual sales growth of 10% through successful networking and solicitation
- ➔ Hosted events to present attendees with solutions to nutritional dietary and healthcare needs

CIGNA HEALTHCARE

Atlanta, GA

**Senior Network Development Analyst**

June 2009 – January 2012

Managed recruiting, on-boarding, and retention efforts related to physicians, provider groups and ancillary providers. Maintained consistent contact with providers to proactively address concerns, troubleshoot system issues, and respond to a wide range of inquiries regarding the Cigna network. Conducted considerable data analysis to identify emerging provider trends and draft reports and recommendations for senior leadership.

- ➔ Network contracting of ancillary providers in combination with account management and change requests
- ➔ Provider education and coaching educating new and existing Providers on services provided; documenting of all providers recruited

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HEALTH NET, INC.

New York, NY

**Senior Provider Relations Specialist**

September 2006 – August 2008

Recruited physicians to join the Health Net network and negotiated and renegotiated contracts following rigorous corporate requirements. Analyzed physician applications and verified credential information using various online resources. Planned and executed orientations and site visits for new physician members. Fostered ongoing relationships with physicians to expeditiously resolve billing and claim discrepancies and secure contract renewals.

- ➔ Project lead software integration of NS-5 ABS-NS CMMS suite with MTS eBusiness adapter for e-commerce
- ➔ Performed provider orientations and ongoing provider education, including writing & updating orientation materials
- ➔ Educated providers regarding policies and procedures related to referrals, claim submission and EDI solicitation

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TOUCHSTONE HEALTH

New York, NY

**Provider Relations Associate**

May 2004 – June 2005

Planned and executed site audits of Primary Care Providers to ensure compliance with the National Committee for Quality Assurance (NCQA) standards. Trained providers on protocols, requirements, and upcoming program rollouts. Negotiated provider contracts. Credentialed and recredentialed providers via CACTUS. Thoroughly documented provider communications using IMAX systems, and utilized Power MHS and Core Plus to obtain, analyze and investigate benefit and claims data.

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SEAVIEW MEDICINE AND SURGICAL UNIT

Brooklyn, NY

**Office Manager**

June 1999 – May 2004

Managed day-to-day operations in a high-volume, multi-physician specialty practice. Supervised a 25-person staff, including recruiting, training, scheduling, assignments, performance management, promotion and compensation decisions, and discipline. Oversaw pre-certifications, Medical Coding, and insurance coverage verifications, regularly auditing patient files to ensure proper handling of claims.

- ➔ Maintained an impeccable office record for compliance with all HIPAA record keeping requirements
- ➔ Served as the primary liaison between medical and office staff, with full accountability for driving patient satisfaction, achieving operational efficiencies, and optimizing financial performance of the practice

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**E D U C A T I O N**

**Master of Legal Studies in Healthcare Compliance, Drexel University**

**Bachelor of Science – Healthcare Management, Saint Leo University**

**Certified Medical Assistant-Universal Medical Career Training Center**