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Noelle Pottinger

Professional Summary

Versatile administration professional with thirteen years of experience in the managed care industry working in business operations roles ranging from Credentialing Delegation Audit Specialist to Product Owner. Currently in a Project Manager role with the Payment Integrity Office at Florida Blue.

Experience

June 2022- Present Florida Blue Sunrise, FL

Project Manager (Payment Integrity Office)

- Timely delivery of critical department wide projects such as a new inventory management system and encryption tool for managing protected health information.
- Management of detailed project plans designed to fit stakeholder needs, track project milestones, and identify risks.
- Facilitation of project goals, roles, and responsibilities amongst cross functional teams to ensure alignment amongst all team members.
- Evaluation of project initiatives post implementation to ensure expectations for desired outcomes were met.
- Worked closely with development teams (agile and waterfall) to manage milestones for IT Projects.
- Assisted with preparing SDLC documentation for development teamS on IT Projects.

May 2020- June 2022 Florida Blue Medicare Sunrise, FL

Product Owner (Medicare Member Services)

- Collaborated with Medicare Leadership and IT in establishing the framework and roadmap for customer service chatbot assistant tool.
- Worked effectively across multiple teams: IT Contact, Medicare Member Service, IT Claims Domain and internal stakeholders to understand their automation use cases and translate that into requirements for the conversational bot platform.
- Leveraged in-house and licensed technology to accelerate time to market and successfully deploy conversational bots to a department of 200+ employees.
- Coordinated operational readiness plan for deployment of conversational bot platform.
- Led scrum team of developers through Agile ceremonies that included sprint planning, backlog grooming, sprint demos, retrospectives, and daily stand-ups.
- Worked closely with Business Architect to draft business case for conversational bot and Interactive Voice Response (IVR) projects detailing scope, cost, savings, and key performance indicators for each initiative.

Dec. 2017 – May 2020 Florida Blue Sunrise, FL

Delegation Specialist (Credentialing)

- Conducted delegation audits to assess business partner compliance with credentialing accrediting and regulatory body standards.
- Managed and delegated credentialing relationship for twenty Provider groups.
- Tracked successful data exchange between credentialing vendor and Florida Blue organization.

- Participated on delegation workgroup tasked with coordinating delegation oversight activities across the organization.
- Prepared credentialing files for regulatory survey audits including NCQA and AAAHC.
- Created and maintained job aids and adhoc reports for delegated credentialing operations.

December 2015- July 2017

MDLIVE Provider Services

Sunrise, FL

Senior Delegation Audit/Specialist

- Created workflows, policies, and procedures for the delegation services department.
- Prepared and presented files for NCQA accreditation audits.
- Researched NCQA, CMS, URAC, TJC, and State credentialing requirements.
- Managed Provider Network roster distributed to health plans and internal stakeholders within the MDLIVE organization.
- Assisted in implementation of the CACTUS credentialing database software for utilization by the MDLIVE credentialing department.

March 2012- Dec.2015

Humana Health Insurance Inc.

Remote

Credentialing Compliance Consultant

- Performed delegated credentialing oversight audits of 83 Humana delegates throughout the Southeastern region of the United States.
- Coached delegates on how their credentialing programs can be further improved through compliance with applicable credentialing accrediting and regulatory body standards.
- Fundamental knowledge of NCQA, AHCA, and CMS credentialing requirements demonstrated with a track record of scoring 100% on all accrediting and regulatory body surveys in the Southeastern region.
- Involved with the hiring and training process for new associates joining the delegated credentialing team.
- Key contributor to drafting of standard operating procedures and workflows for the delegated credentialing team.
- Prepared Humana Inc. organization for NCQA Accreditation audits which included preparation and presentation of files for audit.

October 2010-March 2012

Humana Health Insurance Inc.

Miramar, FL

Special Investigator

- Awarded a promotion to investigator within eight months of joining Humana's Special Investigations department where I led investigations on Providers suspected of committing fraud waste and abuse.
- Reviewed medical records of Providers suspected of engaging in fraudulent activity, corresponded with outside agencies such as the Agency for Health Care Administration and the Office of Inspector General about investigation findings, and educated providers regarding their billing and documentation practices.
- Presided over market meetings with Providers to assert the need for them to comply with Humana's billing policies.
- Coached Special Investigations Assistant to process claims and correctly route communications to Providers and Members involved with investigations.

September 2009-October 2010

Humana Health Insurance Inc.

(Miramar, FL)

Post Discharge Care Coordinator (PDCC)

- Facilitated coordination of Medicare/ Medicaid member post discharge care services to prevent readmissions.
- Conducted daily phone interviews to assess members post discharge needs.
- Coordinated PCP follow-up appointments and filling of post discharge prescriptions.

- Ensured home health services were provided if ordered by discharging physician.

Education

2010- 2011 Florida Atlantic University (Master of Health Administration)
2005-2009 University of Florida (B.S. Health Education and Behavior)
2001-2005 Blanche Ely H.S. (High School Diploma)

Boca Raton, FL
Gainesville, FL
Pompano Beach, FL

Software Competencies

Microsoft Office Applications (Word, Excel, PowerPoint, Visio, Project, and Access)

Certifications

Certified SAFe Agilist (SA)