

DEBRA PENNINGTON

DIRECTOR OF CORPORATE OPERATIONS - MEDICAID, COVENTRY HEALTH CARE, INC.

PROPOSED ROLE AND UNDERSTANDING OF LOUISIANA MEDICAID MANAGED CARE PROGRAM

Executive with 27 years managerial experience in implementation and operations of claims, customer service, grievance and appeals, benefits, and billing/enrollment in Managed Care including greater than eight years of implementation and operational experience in Medicaid. As Director of Corporate Operations for Medicaid, Debra will oversee the implementation of all operational aspects of the Medicaid Managed Care Programs. Ms Pennington will be responsible for ensuring all functional areas are efficient, effective and comply with all federal and state statutes and contract requirements.

EXPERIENCE

COVENTRY HEALTH CARE, INC Bethesda, MD 2001- Present
A national Managed Care Company with 5.1 million members in all 50 states with revenues of \$11.5 billion.

Director, Corporate Operations, Medicaid Charlottesville, VA October 2010- Current
Responsible for interfacing with all areas of Medicaid full risk business operations including enrollment/billing, customer service, benefits, information systems, and claims administration. Also serve on a team that works with new business opportunities and expansion, as well as implementation of new products.

- Review of all new business request for proposals
- Interface with all operational areas for Medicaid
- Responsible for implementation of new compliance requirements/ new products for Medicaid

VP of Health Plan Operations Charlottesville, VA 2003 – 2010
Responsible for overall operations of two states health plan activities. Liaison with each corporate operational area.

- Held responsibility for the oversight and management of the Operations for health plans in two states
- Implemented all new products in 2 states
- Ensured that corporate performance standards were met and oversight of compliance for each state
- Directed a staff of 30 employees including directors, managers, supervisors and front-line representatives
- Developed and maintained administrative policy and procedures required for the operation of the department
- Managed a \$3 million annual operating budget.
- Oversight of grievance and appeals/compliance department for 2 states
- Developed and implemented a Medicare Advantage program in 2 states
- Served as a representative on Executive Quality Improvement Program

QUALCHOICE OF VIRGINIA Charlottesville, VA 1994 to 2001

Director of Health Plan Operations

Responsible for managing the customer service organization and overall operations of a Health Maintenance Organization.

- Developed and implemented operations for a "start-up" company with the University of Virginia of a physician owned Health Maintenance Organization
- Held responsibility for overall customer service organization operations of a health plan with 145,000 covered lives
- Oversaw and managed the Customer Service Organization including Training, Claims, Benefit Plan, Claims Adjustment, Coordination of Benefits, Customer Service, Enrollment with Billing, and Quality Assurance
- Directed a staff of 130 employees including managers, supervisors, team leaders, trainers, benefit plan staff, facilitators, front-line claim processors/adjusters, enrollment and billing staff, and customer service representatives.
- Managed a \$3+ million annual operating budget
- Maintained compliance with state and federal regulations
- Developed and maintained administrative policy and procedures required for the operation of the department
- Chaired, Service Quality Improvement Committee (1996 -2000), Grievance Committee (1997-1999)

UNIVERSITY OF VIRGINIA HEALTH SERVICES FOUNDATION

Charlottesville, VA

1992 – 1994

Reimbursement Analyst – Joint Staff

Responsible for managing business and financial operations related to reimbursement analysis.

- Managed business and financial operations within the Internal Medicine Department of the University of Virginia
- Provided reimbursement analysis to monitor and maximize reimbursement of services through multiple venues including chart reviews to ensure efficient and accurate billing of services performed by physicians
- Developed and implemented a training program for resident physicians on chart coding and documentation
- Supervised staff of 2

BLUE CROSS & BLUE SHIELD OF MISSISSIPPI

Jackson, MS

1990 - 1992

Manager, Dedicated Business Unit

Responsible for start-up of a new state program for the State Teachers of Mississippi which included claims, benefit plans, customer service, enrollment, and billing.

- Developed and implemented a start-up program for a dedicated service unit for the State Of Mississippi Teacher's Program. Covered 30,000+ lives.
- Oversaw and managed the Customer Service Organization including Claims, Benefit Plans, Claims Adjustments, Coordination of Benefits functions, Customer Service, and Enrollment and Billing.
- Managed a staff of 30+ employees including team leaders, facilitators, front-line claim processors/adjusters, enrollment and billing staff, and customer service.

LEE INSURANCE AGENCY

Leesburg, VA

1989 - 1990

Small Group Business Manager

Responsible for all small group quotes and management of brokers

- Managed small group quote process
- Prepared sales presentations for small group business

Other work experience

- 2+ years in health care with Blue Cross/Blue Shield of Mississippi – practice management and claims
- 2 years Practice Management with a multi-physician practice including an ambulatory surgical center
- 12 years in customer service management with South Central Bell

EDUCATION

Louisiana Polytechnic University, Ruston, LA – BScience
FLMI- Two courses completed 1989

CERTIFICATIONS/LICENSURES

Certified Procedural Coding Course with CPC certification - 1993
Commonwealth of Virginia Licensed to Sell Health and Life Insurance- 1996

COMMUNITY/VOLUNTEER EXPERIENCE

Finance Chairman for Spring Hill Baptist Church – (VA); Dover Foundation Service Board-(VA)- Secretary
Leadership Team for Spring Hill Baptist Church-(VA) – Team Lead; American Heart Association – (VA)-Team Lead

REFERENCES

1. Cosby Davis, III, - 448 Anchor Drive, Moneta, VA. 24121 Phone: (434) 962-4798
2. Drew Joyce - 1000 Research Park Blvd, Charlottesville, VA. 29011 Phone: (434) 951-2525)
3. Michael Moorman, 211 Lake Drive, Newark, DE, 19702 Phone: (302) 283-6521