

# Marilyn Allen

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312-753-5966 or 847-791-5090

## SUMMARY OF ACCOMPLISHMENTS

- Designed and implemented customer service protocol and standards to establish a dedicated unit
- Increased departmental productivity > 100% with < 0.5% error ratio and a 38% annual savings
- Recruited physicians and ancillary providers yielding >100% increase in network participation

## EXPERIENCE

### **B & B ASSOCIATES**, Chicago, IL (12/2008 – Present)

#### *Independent Contractor (Focusing on human resources and administrative disciplines)*

- Reconcile invoices and receivables; negotiate vendor contracts; prepare weekly payroll
- Interface with insurers, staff, dependents and providers to ensure appropriate delivery of services
- Select and administer health plans and other HR programs; conduct new hire orientations

### **MIDWEST CARECENTER**, Glenview, IL

#### *Administrative Business Office Manager (7/2001 – 4/2008)*

- Negotiated vendor contracts; prepared and executed budgets; wrote policies and procedures
- Directed administrative disciplines in an accelerated hospice and palliative care environment
- Collaborated with colleagues to ensure optimal customer service and interdisciplinary teamwork
- Implemented and audited office procedures; recruited, selected, trained and evaluated support staff

### **BYTE SIZE COMPUTER CONSULTING**, Chicago, IL (1991- 2000)

#### *Human Resources Consultant (Completed project work concurrently with full-time employment)*

- Routinely interfaced with corporate clients, providers, Departments of (Labor, Insurance)
- Recruited, selected, trained and evaluated office staff; responded to employee benefit inquiries
- Conducted new hire orientations; selected and administered health plans and HR programs
- Reconciled AR/AP; negotiated vendor contracts; prepared weekly support staff payrolls

### **HEALTH FIRST VENTURES**, Chicago, IL

#### *Director of Medical Claims Management (1997 – 1998)*

- Maintained eligibility records, developed fee schedules, prepared for JCAHO audits
- Audited medical claim operations yielding < 0.5% error ratio plus 38% annual savings
- Recruited providers increasing network participation >100 %; wrote and produced reports
- Assisted with writing and negotiating provider contracts; resolved compliance issues

### **ST. FRANCIS HOSPITAL**, Evanston, IL *IPA Operations Manager (1994 – 1996)*

Responsible for daily operations of the Independent Physicians Association which included:

- Supervising: medical claims administration, customer service, provider and vendor contracting
- Preparing weekly physician payrolls; managing referral process for out-patient specialty care
- Researching and testing software and phone systems to facilitate conversion processes

## EDUCATION

**Marian College, Fond du Lac, WI Bachelor of Science Degree**

Certificates: Medicare Provider Education, Advanced Medical Terminology

University of Illinois Chicago: Strategic Planning, Employee Relations

## TECHNICAL

**MS Word, MS Excel, MiSys, LCS, QikPro, AccPac Accounting, AS400**