

# COURTNEY SEYPURA

## BIOGRAPHY

### AREAS OF EXPERTISE

- Development and implementation of Medicare, Medicaid, and Health Exchange Programs, Commercial Plan Administration (Fully Insured/Self-funded)
- Understanding critical technology components in relationship to business processes.
- Team leader in Corporate Business and System Re-design and Implementation, Project Implementations and Business Process Improvement projects.
- Implementation of quality control plans, reconciliation tools, and reporting to identify real-time issues and monitor compliance against the Centers for Medicare & Medicaid Services (CMS) requirements.
- Contract Service Level Agreement administration
- System conversions/configuration
- Gap identification and remediation through analysis, process redesign, and data-driven improvement
- 20+ years experience with the following areas:
  - Medicare-Medicaid Implementations, Operations Management, Compliance, Business Process Development and Re-Design, Quality Assurance and Independent Validation and Verification, and Program and Vendor Management
- Vendor implementation, management, and oversight
- 15+ years FACETS modules experience including EAM, SSM and FRM.
- Proficient in interpreting and Managed Interface data management with Vendors for 834,837,270/271, 276/277 HIPPA compliant layouts.

### BACKGROUND

Ms. Seypura has more than 20+ years of experience in Medicare and Medicaid Operations and Project Management with her subject matter expertise has been in Medicare operations including Medicare Advantage (MA), Medicare Advantage Prescription Drug (MAPD), Prescription Drug Programs (PDP), Special Needs Programs (SNPs) and the start-up and administration of a Medicare-Medicaid Plan under the Centers for Medicare & Medicaid Services Financial and Administrative Alignment Demonstrations for Dual Eligible.

She has managed Operations of Medicaid, Health Benefits Exchange, ASO enrollment and billing Operations, Commercial Operations, Group Enrollment set up. Ms. Seypura is proficient in management and analytical skills specific to oversight and regulatory concepts, business requirements and functional specifications development. This included identification and remediation of operational risks, trends, and opportunities for process improvement.

### SAMPLES OF EXPERIENCE

- Project Director overseeing the Quality Assurance and IV&V Programs for the NYS Health Exchange for the NYS Department of Health
- Led various Healthcare Vendors System implementation and upgrades including: QNXT, CCA, FACETS, Amysis, ikaSystems, MHK-Market Prominence, InfoCrossing, Maccess EXP, EAM, PDM, JIVA.
- Managed Vendor and Client relationships for several corporate level projects. Vendors such as Trizetto (Cognizant), Market Prominence, ikaSystems, etc.
- Developed and Implemented the overall business process, application development and redesign strategic plan.
- Developed and Implemented Quality Assurance programs and measurements to be reported to executive leadership
- Led System Conversions for all business areas, Member, Claims, Finance, Provider, Medical Management, etc.
- Led Interface Test Management for systems from both the business and technical perspective, Testing, Defect, Change Management tools such as: RTC, RQM, QTP, QC, HP ALM, Onyx, Bug Zero.
- Conducted work sessions with the Business leads, IT owners, and the software vendor for process redesign current state and future state flow development and test scenario creation for all functional areas.