

NICOLLE R DUGAN

BIOGRAPHY

AREAS OF EXPERTISE

- Development and implementation of Medicare and Medicaid Programs
- Medicare and Medicaid managed care regulatory compliance
- 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.
- Management and oversight of internal and external teams of new product launches
- Business Requirements Documentation
- Testing – Planning/Scenario Development/Validation
- Program/Plan Management
- Program Outsourcing/Insourcing (BPO/TPA)
- Vendor implementation, management, and oversight
- Commercial Plan Administration (Fully Insured/Self-funded)
- Contract Service Level Agreement administration
- System conversions/configuration
- Gap identification and remediation through analysis, process redesign, and data-driven improvement
- Inventory management, backlog remediation, and prevention
- Reporting (Internal/External and Executive dashboard)
- EDI/HIPAA Compliance
- Fraud/Waste and Abuse, and Regulatory Audits
- Robotic Process Automation (RPA)

BACKGROUND

Ms. Dugan has more than 35 years of experience in health care including Medicare Advantage and Medicaid operations, Third Party Administrator (TPA), and Business Process Outsourcing (BPO) operations, audit, and business development. Her Medicare management experience spans a national Medicare Business Process Outsourcing (BPO) presence and Medicare Advantage, and Medicaid Advantage Plus implementations and operations management in six (6) states.

Her focus the last 15 years has been Government Program 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 (MMP) under the Centers for Medicare & Medicaid Services Financial and Administrative Alignment Demonstrations for Dual Eligibles, as well as Medicaid, and Medicaid Advantage Plus. In addition to operations, she has successfully led Medicare and Medicaid business implementations, operations oversight, and quality control programs.

EXAMPLES OF EXPERIENCE

Ms. Dugan has successfully led the implementation of 10 Medicare Advantage D-SNP Plans in Pennsylvania, South Carolina, Washington D.C., Louisiana, and New York, two (2) Multi-State CMS Financial and Administrative Alignment Demonstrations in South Carolina, and Michigan, as well as two (2) Medicaid Advantage Plus Plans in New York. She also served as lead for three (3) Medicare-Medicaid Plan (MMP) Demonstration Project readiness reviews, successfully achieving state approval, and led end-to-end operations for two (2) of the MMP plans in South Carolina and Michigan. Simultaneously she managed the implementation of Medicare Secondary Payer (MSP), Third Party Liability (TPL), and Subrogation within the Corporate Enterprise and served as Medicare lead for Corporate ICD10 initiative and transition of clinical editing system from McKesson to iHealth.

Ms. Dugan was responsible for the development, implementation, and management of Medicare operations oversight and quality control programs across all Medicare functional areas. This included identification and remediation of operational risks, trends, and opportunities for process improvement. Additionally, she partnered with department and plan leaders to drive administrative efficiencies emphasizing cost-containment, quality, compliance, and accuracy.

Additionally, she has successfully led the insourcing of a Medicare Advantage Plan, system conversions, remediation of a Medicaid Plan claims backlog, multiple Medicare Advantage and Medicaid Program Audits.