

JANA PINGLE

Office:

• Home:

CA •

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HEALTHCARE and SOCIAL SERVICES ADMINISTRATION, SYSTEMS and OPERATIONS

SUMMARY: Demonstrated leadership and consulting expertise for over thirty-five years in health plan, staff model, integrated delivery systems, managed care, Medicare Advantage, indemnity and social services administrative operations. Significant contributions through innovative programs to maximize administrative efficiencies in balance with quality results to further corporate / agency objectives.

- ◆ A healthy sense of humor coupled with a fundamental respect for people and the contribution each person makes in an organization
- ◆ Extensive experience in process mapping / redesign – identifying and implementing process efficiencies
- ◆ Experienced in leading Theory of Change processes
- ◆ Strong personal commitment to performance management and customer service principles
- ◆ Experienced in selection, implementation and management of administrative, managed care systems, client tracking and case management systems
- ◆ Highly honed organizational abilities
- ◆ Creative problem solving with the ability to encourage team work and develop team pride

VOLUNTEER CONSULTING EXPERIENCE:

May 2008
to Present

JP CONSULTING – Independent Consultant
Social Services – Systems / Operations

Shingle Springs, CA

Project Management

- ◆ Workflow documentation and redesign for **The Center for Violence-Free Relationships** – Placerville, CA
- ◆ Project Managed an 18-month project at **The Center for Violence-Free Relationships** to re-write the curriculum and create manuals and multimedia course materials for a 69-hour volunteer training program to meet state and county requirements – Placerville, CA
- ◆ Project Managed the selection and successful implementation of a client tracking / case management system at **The Center for Violence-Free Relationships** – Placerville, CA
- ◆ Workflow documentation and redesign for **Big Brothers / Big Sisters of El Dorado County** – Placerville, CA
- ◆ Facilitated the development of a Volunteer Big's pre-match training program for **Big Brothers / Big Sisters of El Dorado County** – Placerville, CA
- ◆ Co-developed and co-facilitated a Theory of Change process for **The Center for Violence-Free Relationships** – Placerville, CA
- ◆ Co-facilitated a Theory of Change process for the Democratic Women of El Dorado County
- ◆ Project Managed the development and documentation of Program Standards for **Big Brothers / Big Sisters of El Dorado County** – Placerville, CA

CONSULTING EXPERIENCE:

May 1996
to May 2008

JP CONSULTING – Independent Consultant
Healthcare Administration – Operations

Shingle Springs, CA
Columbia, MD
El Dorado Hills, CA

Interim Management

- ◆ Acting Chief Operating Officer for **Sutter Connect (MSO)** – six months. Directed day-to-day operations, recruited / filled key management positions and developed infrastructure to consolidate billing and receivables, enrollment, claims, provider relations, client services and customer service functions for Sutter Health's integrated delivery system components (medical foundations, hospitals and IPAs). **Sutter Health** is Northern California's largest integrated health care delivery system – Sacramento, CA

- ◆ Acting VP of Claims Services for **Molina Healthcare** (Medi-Cal health plan). Over a five-month period, directed day-to-day operations, mentored senior staff, recruited / interviewed to replace VP position, restructured Claims Department, recruited / interviewed to fill mid-level positions and developed / launched Queue Reporting workflow for claims inventory management.
- ◆ Directed multifunctional team consisting of internal and external consultants during a ten-month business process improvement project designed to construct initiatives, blueprints and business cases aimed at transforming **Blue Shield of California** (HMO) into an internet enabled, consumer oriented health plan. Initiatives included electronic billing and payment, internet enabled application submission and underwriting, welcome kit distribution, automated identification card distribution and improved member communications – Folsom and San Francisco, CA
- ◆ In absence of Director of Client Services at **Adaptis, Inc.** (TPA) in Seattle, served as advisor to VP of Client Services, ensured recently implemented reengineered processes remained constant, developed performance metrics and monitored service level agreement adherence. Mentored supervisory staff to succeed within a newly developed production-oriented, self-managed team environment – Seattle, WA

Project Management

Operations Re-engineering / Workflow / Process Mapping/Redesign / Efficiency Management

Claims State / Federal Regulatory Compliance Audit, Applications, Coaching and Training Programs

Operational Review / Staff Review / Process Recommendation

EMPLOYMENT HISTORY:

Jan 1989 to May 1996	FHP – \$4 Billion Publicly Traded HMO Serving 2 Million Members in 11 States (Acquired by PacifiCare in 1996 / acquired by United Health 2006) Vice President, Operations – FHP Life Insurance Company – 1½ years Associate Vice President – FHP International Corporate Offices – 4 years Director of Claims – FHP HMO California Region – 2 years	Costa Mesa, CA
Aug 1988 To Jan 1989	NATIONAL INSURANCE ADMINISTRATORS – TPA Director of Claims	Tustin, CA
Jan 1987 to Aug 1988	IMPERIAL INDUSTRIES - TPA Claims Manager	Burbank, CA
Nov 1985 to Jan 1987	MAXICARE – HMO National Director of Benefits Administration (Claims)	Los Angeles, CA
Nov 1973 to Nov 1985	AETNA LIFE INSURANCE COMPANY Assistant Claims Manager	Orange, CA