

Hallie Paxton

Network Management/Account Management Professional

Contact

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LinkedIn:
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Education

University of Vermont

College of Arts and Sciences
Burlington, VT

Bachelor of Arts:

Major in Psychology,
Minor in Social Anthropology
2004-2008

Durham Technical Community College

LEAD Early Childhood Development
Certified
2009

Objective

Experienced network management, account management, provider relations and recruitment specialist with a demonstrated history of working in the vision and dental insurance industry. Skilled in healthcare analytics, healthcare management, working directly with health plans/clients, experienced with Medicaid, Medicare and commercial plans, efficient in decision making and provider recruitment/development. Strong health insurance administration professional with a Bachelor of Arts (B.A.) focused in psychology from the University of Vermont.

Experience

June 2019 – Present

Account Executive • Account Management • Avesis

- Prior Titles: Network Recruitment Specialist
- Builds strong, trusting multiple level relationships with all assigned health plan account contacts
- Understand the goals and priorities of the health plan account and create solutions for meeting those goals
- Provide excellent customer service to our clients on all established deliverables and ad hoc requests
- Lead client meetings as the primary liaison to the client and engage appropriate departments for support
- Coordinate client presentation development with internal subject matter experts and the Marketing department to ensure approved company presentations, material and appropriate data are shared in a meaningful way with our clients Develop stable provider networks, which facilitate broad member access.
- As part of the network team - source individuals and provider groups in assigned territories from diverse places of service, including medical offices, university medical centers, state and federally funded healthcare facilities, medical conferences, etc. with minimal supervision.
- Plan and execute daily recruitment call schedule and approach on Network Recruitment Team.
- Use network adequacy data to identify gaps in existing assigned networks and recruit providers so networks remain competitive and compliant with state and federal regulations.
- Complete and maintain recruitment tracking reports.
- Educate providers and office staff on insurance plans, fees and administrative plan requirements as part of recruitment process.

February 2013 – March 2019

Team Lead, Network Contracting • Vision Network Management • Premier Eye Care

- Prior Titles: Team Lead, Network Management - Contracting and Member/Provider Relations, Team Lead – Network Development, Network Management Specialist, Network Development Specialist

- Worked Directly with Health Plans through email communication, weekly and monthly reporting, participated in monthly calls and joined VPs in annual in person meetings.
- Managed relationship with Retail Partners.
- Advise and Assist VP of Network Management in implementation and building of new networks.
- Establish statewide networks of Optometrist, Ophthalmologist and Optical facilities nationwide.
- Lead team of 5-9 individuals by outlining expectations for new statewide expansion projects, delegating tasks, interviewing new associates, establishing training protocols, overseeing daily goals, weekly meetings and training team members with any additional onboarding required on our national network development team.
- Managed Downstream Ancillary Contracting Audits
- For 2 years lead *both* Contracting, Provider Relations and Member Services as Team Lead of Network Management.
- Maintained a Large Workload and daily Inbox of 200 plus emails with team members
- Handled all GEO Access Analysis through Quest Analytics
- Worked on special projects to assist HEDIS with gathering missing medical records for 5-star rating

July 2011- January 2013

Assistant to Business Manager and VPK Teacher • The Learning Experience

- Entrusted with keys and security clearance to unlock and close the school at the end of each business day.
- Star of a promotional video for the school, chosen by the corporation.
- On a management team of three, supervised the staff every afternoon, as well as making sure the center ran smoothly
- Administrative support role: clerical work, filing, customer service with the telephone, support to the business manager.
- Acting and practiced backup to the Assistant Director during time of leave.
- Managed classroom of 20 students daily.
- Maintained and abided Florida state policies and procedures.
- Expected to create weekly curriculum for class on personal time.
- Acknowledged multiple times as teacher and/or classroom of the month.
- Designed, coordinated, and won multiple class-theme projects with students.
- Managed daily communication with parents to discuss students' performance, and to address any concerns.

July 2010 – March 2011

Assistant Teacher • Toddle Inn Academy

- Assisted lead teacher in curriculum, daily activities and field trips.
- Responsible for supervision of 20-25 students at a time

August 2009 – March 2011

Store Closer and Night Manager • The Landing

- Managed night shift of a sandwich shop, convenience store and bakery. Store is a local landmark in Kennebunk, Maine.
- Responsible for managing night closing procedures including counting the register and all administrative duties during that time of the day.

August 2008- July 2009

Professional Corps Member • TEACH for AmeriCorps – Child Care Services Association

- Worked with childcare services.
- Provided fill-in services for schools such that staffed teachers could have time for continued education.
- Organized and implemented multiple community service projects to address the various needs of the community.
- Implemented nutrition and literacy programs
- Completed full program: 1 year of civil community volunteer services

Key Skills

Client Management
Presenting
Risk/ASO Contracts
Leadership Experience
Vision Experience
Project Management
Client Services
Provider Relations
Member Relations
Geo Access Analysis
Network Development
Computer Proficiency
Microsoft Proficiency
Reporting Experience
Attentive to Detail
Self-Managing
Self-Motivated
Collaborative
Intrapersonal Skills
Interpersonal Skills
Dependable
Adaptable

Certifications

LEAD Early Childhood Certified

Honors and Awards

Recipient of the 5 Year Award and Wellness Employee Award, Nominated for Employee Corporate Culture Award multiple years at Premier Eye Care.

Leadership

Wellness Co-chair for 5 years and author of company-wide newsletter.

References

Will supply references if requested.