

Jerry Sulsenti

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Decisive, action-oriented Project / Compliance Manager with over 20 years experience in project planning, execution, monitoring and resource balancing with ability to support multiple simultaneous projects in a matrix organizational structure. Excels at communicating with high-level executives to provide accurate reporting and information regarding ongoing projects and initiatives. Skilled in developing and leading teams from multiple disciplines and creating vision, strategies and plans in midst of rapid growth and change. Creative thinker and strategic decision maker with a background in business analysis, program management, auditing and operations. Combines sound time and resource-management to implement calculated operational initiatives that enhance productivity, service and overall bottom line performance.

CAREER HIGHLIGHTS

PROVIDER DATA CONSULTANT

2010-Present

UnitedHealthcare – Maitland, FL

- Leader / Member of cross functional business process design and implementation teams
- Triage and analyze new provider network initiatives identifying key impacts to operational departments
- Develop configuration, setup, rules, and policy & procedures for new provider networks
- Support system testing activities including writing of and review of test conditions for contract and claims systems
- Drive special projects to completion, engaging staff from impacted departments to implement solutions
- Speak at national calls to present new processes or system changes to internal departments
- Designing job aides and monitoring these documents through the development and approval process

INDEPENDENT HEALTH AND LIFE AGENT

2006-2010

Appointed with multiple companies – Orlando, FL

Planned, coordinated and directed sales campaigns to promote sales of medical, life and financial products with BCBSF, Aetna, UnitedHealthcare, Cigna, MetLife, Colonial Life and Humana. Licenses: Florida 215, 520; Series 6 & Series 63

COMPLIANCE & AUDIT MANAGER; PROVIDER NETWORK DEVELOPMENT

1994-2006

Blue Cross Blue Shield Florida – Orlando, FL

Leveraged extensive project management and auditing experience to direct audit and monitoring functions for revenue cycle operations. Established policies and procedures to facilitate compliance with applicable statutes, regulations and regulatory requirements. Prepared documentation and reports based on audit and monitoring initiatives.

- Achieved consistent zero-deficiency audits by state regulators for 8 years by developing compliance program.
- Established new network of over 1,000 physicians in Florida, and maintained network for 11 years.
- Member of quality assurance and credentialing committees covering 67 counties.
- Ensured management action at earliest possible stages through comprehensive budget variance analysis.

SR. PROJECT MANAGER; CARRIER AUDITOR

1989-1994

National Council on Compensation Insurance – Boca Raton, FL

Successfully managed numerous projects simultaneously in a dynamic, fast-changing environment. Analyzed budget, financial, regulatory, and operational data and processes in order to ensure compliance in all areas. Positively influenced organization's financial profitability through effective budget management. Managed employees with a manner that resulted in commitment to the organization, increased revenue, and a positive work environment.

- Generated \$1 Million in additional annual revenue through operational and financial process re-design.
- Recovered \$100K+ in lost premiums by establishing Premium Fraud Detection unit.
- Chaired financial and automation projects involving cross-functional teams.
- Leader of teams with 50+ companies in 26 states and member of smaller internal teams.
- Designed and launched Loss Prevention program for 7 states.
- Reduced business cycle from 26 days to 12, and eliminated 50% of re-works, through workflow redesign.
- Conducted training sessions and workshops for large groups of technical and non-technical team members.

OTHER EXPERIENCE

BENEFITS ADMINISTRATOR FOR LARGE SELF-INSURED AIRLINE

1986-1989

CLAIMS BODILY INJURY INVESTIGATOR/ADJUSTER (Liability and Workers Comp)

1982-1985

EDUCATION

Bachelor of Science in Business Administration, Management – University of Central Florida