

TORI STEVENS

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PROFESSIONAL SUMMARY

Senior Analyst with 6 years of healthcare payer experience across Medicare, Medicaid, and Marketplace lines of business. Specialized in reimbursement configurations, payment accuracy, claims auditing, and regulatory compliance across multi-state managed care environments. Known for translating high-volume, high-complexity data into clear financial reporting that drives sound operational decisions — and for building systems and process improvements that stick.

CORE COMPETENCIES

Payment Accuracy | Reimbursement Configurations | Claims Auditing | Root Cause Analysis
Medicare | Medicaid | Marketplace | CMS Rate Changes | Regulatory Tracking | UAT Testing & Deployment
Financial Impact Reporting | Multi-State Claims Analysis | Process Improvement | Cross-Functional Collaboration
Advanced Excel (SME) | SQL | Databricks | QNXT | NetworX Pricer | WebStrat | ServiceNow
Training & Mentorship | Documentation & Job Aides | Leadership Presentations | HIPAA Compliance

PROFESSIONAL EXPERIENCE

Molina Healthcare (MCO) — Sr. Analyst, Reimbursement 02/2020 – 02/2026

Tech Operations — Reimbursement Configurations Team

- **Reporting** — Produced bi-weekly enterprise Financial Impact reports for CMS rate changes, ensuring accurate billing across all health plans and lines of business.
- **Manual Configurations** — Managed bi-weekly manual pricing configurations across 6 states — including UAT, production deployment, validation, and documentation — where business needs exceeded system capacity.
- **Regulatory Tracking** — Tracked regulatory postings and briefed leadership through implementation on all new and updated requirements.
- **Auditing** — Audited medical claim pricing for appeals and grievance teams, claims teams on high-dollar reviews, and senior leaders on escalated legal matters.
- **Root Cause Analysis** — Managed vendor-reported product issues from identification through deployment correction; produced error billing reports to route costs to the correct department, vendor, health plan, or configuration team within compliance windows. Applied same process to internal IT configuration errors.
- **Stakeholder Meetings** — Led regular meetings with business stakeholders and leadership across 6 states to review ticket inventory, trends, priority alignment, and estimated completion timelines. Maintained cross-team visibility into upcoming regulatory changes and deployments.
- **Innovation** — Designed a semi-automated Excel tool with drop-down menus that standardized configuration and reporting parameters enterprise-wide, improving accuracy and reducing delayed reprocessing penalties.
- **Innovation** — Built complex Excel calculators based on state billing guidelines to independently validate claim pricing for payment disputes, without reliance on the claim pricing system.
- **Process Improvement** — Proposed and implemented a tiered analyst model — junior analysts managing high-volume, low-complexity tasks while senior analysts handled greater complexity — improving team-wide compliance from an average of 70% to 96%. Subsequently assigned oversight of all reporting inventory and processed analysis for hundreds of thousands of claims monthly.
- **Documentation** — Created job aides and business requirement documents as requested by leadership.

- **Database Reporting** — Wrote SQL and Databricks scripts to pull complex multi-database reports for business needs and urgent escalations.
- **Mentorship** — Trained and mentored Junior, Senior, and Lead Analysts in a fast-paced environment by modeling calm, structured approaches and tailoring instruction to individual learning styles.

ADDITIONAL EXPERIENCE (1994 – 2019)

Aetna — Data Analyst 2015

- Supported systems migration and configuration projects; built performance tracking reports for management; created detailed process documentation; cross-trained on building and testing a specialized ancillary system interface.

Mach1 Air Services — Billing Specialist 2012–2013 | 2001–2002

- Rated and processed high-volume airline bills from complex tariffs; automated billing processes; reconciled payment anomalies; coordinated with AP, A/R, and field stations. TSA clearance required.

Levi Strauss & Co. (SSC) — Accounting Specialist III 2000–2001

- Reconciled balance sheet accounts; maintained fixed asset records; designed a complex Excel workbook for statutory balance sheet reconciliation that saved one FTE one week of work per month.

Stevens Technical Service — Co-Owner/Operator 2003–2009

- Managed all business operations including A/R, A/P, collections, payroll, purchasing, and web design for a technical services company.

Earlier roles span: Accounts Receivable (Corporate Express), Accounting Assistant (AmCell Corporation), Customer Service & Accounting (Doney Park Water), and Medical Advocacy. Experience across AP/AR, payroll, benefits, billing, collections, inventory, and process automation.

TECHNICAL SKILLS

Advanced Excel (SME) | SQL | Databricks | MS Access | QNXT | NetworX Pricer | WebStrat
ServiceNow | MS Office Suite | Power Automate | Adobe | FTP File Transfer | Web Design
CMS / Medicare / Medicaid Familiarity | HIPAA Compliance | AI Early Adopter & Auditor | PHI Best Practices