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WORK EXPERIENCE

United Healthcare, Hartford, CT 2007 present
Client Manager National Accounts-Client Services
Serving as a main contact for daily issues , implementation of client products.
Successfully maintain a book of business consisting of 4 national accounts. Direction of AMT contacts to provide excellent service to clients, broker and TPAs.
Main point of contact for UHCs National Accounts.
Maintain client accounts by running the lead of the accounts AMT to meet all metrics and service requirements.
Responsible for New Accounts Implementation.
Travel to clients sites for quarterly meetings as well as HR meetings.
Meet client expectations during Open Enrollment seasons, serve as UHC rep. for all Benefit Fairs, as we work with sales, underwriting and internal contacts.
Review billing and deliverables to meet client performance guarantees, standards are met to ensure UHC is able to stay within the predetermined limits.
Direct all aspects of client implementation, service, problem solving, system testing and support for on-line products.
Serve as a direct liaison to all UHC internal AMT partners.
Monthly billing and control methods are reviewed for accuracy and timeliness.
Continued Development of client relations, issue resolution, members support is a key function of client services and is an ongoing directive.

CIGNA, Bloomfield, CT 1999 - 2007
Senior Eligibility Service Representative-member services
Provide support to 30 - 57clients through the Internet and inbound data transmission of Human Resource feeds and the daily management of 370,000 employee benefits. Provide consistent high quality of customer service and training for the Internet Enrollment Tool, Automated Feeds, 834 Government HIPPA files and Direct Connect product. Build and maintain databases, client records, error reports and provide constant feedback to clients and employees.
Implemented the CIGNA Enrollment Maintenance Tool (Internet based enrollment) rollout to 23 clients for the open enrollment of 2005.
Served as peer trainer to several new co-workers thru one-on-one and group sessions.
Load balanced two sides of CIGNA systems, this served as a trial for incoming workers.
Deliver consistent high quality and low fallout numbers, as well as full issue resolution on several high profile accounts
Served as CIGNA representative for dozens of on-site client visits in 5 field sites.
Create custom tables and algorithms to manipulate customer files and verify that all feeds meet data specifications and formats.
Mentor and train new EA\ TIs within the organization.

SURGI COMPANIES, Waltham, MA 1994 1999
Osteonics Implants
Senior Technical Coordinator -- Lower New England Service
Serviced New England hospitals and same-day surgery centers with orthopedic products and Covering cases for representatives. in the operating room. Serving as a n Ops rep for Total Joint Replacement. Managed monthly inventory reports, shipp

ng and receiving; customer listing updates and service. Provided 24-hour on-call service for home patients; insurance verification for DME goods; 90 day account s.

Set up appointments for Donjoy brace fittings and other bracing products. Traveled throughout Connecticut to sports therapy facilities and physical therapy facilities to measure patients and order bracing.

Review and inspect incoming/outgoing kits
Clean and maintain supplies, tools, equipment.

Supported Medical providers with proper templates and devices to set up and size patients prior to surgery.

Verify shipping and case by case needs to locations that best fits products availability and usage.

Often assisted Doctors in surgery for full joint replacement, handing and verifying the correct implant to use and document for size and series documentation.

Managed office in Meriden CT., supervised inventory and assisted sales in pre-ordering the correct implants and devices for upcoming surgeries. Managed the Southern NewEngland service area, keeping track of calendar of events and service needs.

VALUE HEALTHCARE, Southington, CT 1999 - 2000

Sr. Product Support Specialist

Provided Connecticut Nursing homes and Group homes with prescriptions and medical products

PHILADELPHIA AMERICAN LIFE / HEALTHCHOICE OF CT, Farmington, CT 1992 - 1995

Senior Benefits Analyst/Customer Service

Processed claims submitted by self - funded groups , submission of weekly reports to insured companies. Verified plan load accuracy. Served as monthly Audit back-up.

CIGNA, Inc., Farmington, CT 1988-1992

Benefit Analyst / Customer Service / Mail Center and File Center backup

Benefit Analyst of General Electric employees claims. Provided excellent Customer Service, and processed check returns.

EDUCATION

Tunxis Community College, Farmington, CT
Business Major; Computer Minor

Central Connecticut State University New Britain, CT
Business Administration Major

TECHNICAL SKILLS

Microsoft Word, Outlook, Excel _____

CIGNA-Specific Systems:

Eligibility: TSO, Access, XPRTR, Legacy, CED, CPF, Denticom, Medicom, National, AEMatrix, Vista

Claim: Medicom, Denticom, National, CED, UHC National Accounts Clinical Certified, 2010 recognized for National Accounts Excellence.