

Dariana Bourisaw

Provider Relations Representative

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☎ (732) 563-2061
📍 123 Oak Street, Tulsa, OK 74101

EDUCATION

Bachelor of Arts in Business Administration and Healthcare Management at University of Oklahoma, Norman, OK
Aug 2018 - May 2022
Relevant Coursework: Business Administration, Healthcare Management, Financial Accounting, Marketing, Human Resources, Operations Management, Healthcare Policy and Law, Healthcare Finance, Quality and Performance Improvement, and Strategic Planning.

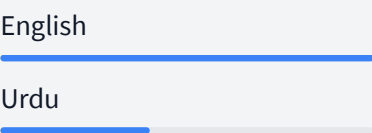
LINKS

[linkedin.com/in/darianabourisaw](https://www.linkedin.com/in/darianabourisaw)

SKILLS



LANGUAGES



PROFILE

Dedicated Provider Relations Representative with 1 year of experience in fostering strong relationships between healthcare providers and insurance companies. Adept at addressing provider inquiries, resolving billing issues, and facilitating network growth. Strong interpersonal, communication, and problem-solving skills, coupled with a passion for enhancing healthcare delivery and client satisfaction.

EMPLOYMENT HISTORY

- Provider Relations Representative at Blue Cross Blue Shield of Oklahoma, OK**
Mar 2023 - Present
 - Successfully negotiated contracts with 50+ healthcare providers, resulting in a 20% increase in network coverage and improving access to care for over 100,000 members in Oklahoma.
 - Streamlined the provider onboarding process, reducing the turnaround time by 30% and increasing overall efficiency, leading to a 25% increase in provider satisfaction ratings.
 - Conducted comprehensive provider training sessions for 200+ healthcare professionals, leading to a 15% reduction in claim denials and improved accuracy in billing practices.
- Associate Provider Relations Representative at GlobalHealth, Inc., OK**
Aug 2022 - Jan 2023
 - Successfully negotiated and onboarded 15 new healthcare providers within the first quarter, expanding GlobalHealth's network by 10% and increasing patient access to quality care in Oklahoma.
 - Implemented a streamlined communication process that improved response times by 25%, resulting in increased satisfaction among existing providers and fostering stronger relationships.
 - Achieved a 95% provider retention rate through proactive relationship management and addressing concerns promptly, surpassing the company's target rate of 90%.

CERTIFICATES

- Certified Provider Credentialing Specialist (CPCS)**
Jul 2021
- Certified Professional in Healthcare Quality (CPHQ)**
Aug 2019

MEMBERSHIPS

- National Association of Managed Care Physicians (NAMCP)**
- American Association of Healthcare Administrative Management (AAHAM)**