

DR. ANWULI N.N. AKWAEZE USORO

Mobile: +2348053401663, +2347040004087

E-mail: annennwa@gmail.com

OBJECTIVE

To practice my profession with dignity, to respect human life while pursuing a career in a dynamic environment where there are challenges in provision of optimal health care delivery service; with special interests in health care service planning, implementation and monitoring

EDUCATION

- 2019-2021. **University of Cumbria (Robert Kennedy College Campus)**
(MBA International Healthcare Management)
- 2000 – 2007 **University of Ghana Medical School, Accra, Ghana**
(Bachelor of Science B.Sc Medical Science 2003)
(Bachelor of Medicine and Bachelor of Surgery MB.ChB 2007)
- 1998 – 1999 **D-Ivy College Allen Avenue, Lagos**
(Cambridge A Level)
- 1995 - 1997 **Atlantic Hall, Maryland, Lagos**
(Senior School Certificate in 1997)
- 1991 – 1995 **Corona Secondary School, Agbara Estate, Ogun**
(National Junior Certificate in 1994)
- 1983 –1991 **Corona Nursery and Primary School, Victoria Island, Lagos**
(First School Leaving Certificate in 1991)

WORK EXPERIENCE

Sequential order

Year: September 2020

Position: Head, Operations and Quality Assurance

Department

Key Responsibilities:

- Restructuring of the department
- Coordination of all Head Office Units; Member Services Unit, Enrollment Unit, Contact Center, Provider Management Unit, Claims Administration
- Coordination of all Regional Operations and Quality Assurance Activities

Year: February 2019-September 2020

Position: Head, Clinical and Claims Audit Department

Organization: *Venus Medicare Limited (Formerly Zenith Medicare Limited {HMO})*

Key Responsibilities:

- Department set up
- Coordination of all Clinical and Claims Audit operations Nationwide.
- Formulation and review of Audit protocols, policy and procedures.
- Development and revision of Clinical and claims management audit manual.
- Responsible for Technical training of staff on Clinical and claims Audit.
- Insurance Fraud and abuse management.

Year: January 2018 to February 2019

Position: Unit Head, Contact Center; 3rd level claims verification approval

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- Coordination of contact center activities as the Unit Head.
- Approval of Fee-For -Service Claims (Public and Private Sectors).
- Final approval of Pre-authorization and referral management (NHIS and PRIVATE).
- Insurance Fraud and abuse management.
- Business Presentations and Health Talks.
- Client complaint resolution.

Year: February 2017 to January 2018

Position: Unit Head, Contact Center;3rd level claims verification approval; provider accreditation/reaccreditation verification approval

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- Coordination of contact center activities as the Unit Head.
- Approval of Fee-For -Service Claims (Public and Private Sectors).
- Final approval of Pre-authorization and referral management (NHIS and PRIVATE).
- Final verification, accreditation, reaccreditation and enlisting of hospitals under the insurance scheme.
- Insurance Fraud and abuse management.
- Business Presentations and Health Talks.
- Client complaint resolution.

Year: Aug 2016 to February 2017

Position: Unit Head, Contact Center;3rd level claims verification approval; provider accreditation/reaccreditation verification approval

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- Coordination of contact center activities as the Unit Head.
- Approval of Fee-For -Service Claims (Public and Private Sectors).
- Final approval of Pre-authorization and referral management (NHIS and PRIVATE).
- Final verification, accreditation, reaccreditation and enlisting of hospitals under the insurance scheme.
- Insurance Fraud and abuse management.
- Development of provider's compensation and cost containment mechanisms.
- Provider Relations and management.
- Business Presentations and Health Talks.
- Client complaint resolution.

Year: 2015 to Aug 2016

Position: Regional and Head Office Operations

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- Supervision of Contact center activities.
- Contact center setup
- Responsible for all Quality Assurance coordination between the NHIS (National Health Insurance Scheme) and Zenith Medicare Limited.
- Approval of Fee-For -Service Claims (Public and Private Sectors).

- Final approval of Pre-authorization and referral management (NHIS and PRIVATE).
- Final verification, accreditation, reaccreditation and enlisting of hospitals under the insurance scheme.
- Insurance Fraud and abuse management.
- Development of provider's compensation and cost containment mechanisms.
- Healthcare providers credentialing and network development/contracting
- Provider Relations and management.
- Business Presentations and Health Talks.
- Education of clients/members on the health scheme and providing updates and accurate information.
- Client complaint resolution.

Year: 2012 to 2015

Position: Regional Operations and Quality Assurance

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- Second Line Verification and adjustment of Fee-for-service claims (Public Sector).
- First Line Pre-authorization and referral management (NHIS and PRIVATE).
- Concurrent and retrospective verification of hospitalization and service proposition.
- Insurance Fraud and abuse management.
- Development of providers' compensation and cost containment mechanisms.
- Healthcare providers credentialing and network development/contraction.
- Provider Relations and management.
- Business Presentations and Health Talks.
- Education of clients/members on the on the health schemes and providing updates and accurate information.
- Coordination of call center activities
- Client complaint resolution.

Year: 2009 to 2012

Position: Regional Operations and Quality Assurance

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- First Line verification and adjustment of Fee-for-service claims (Public Sector).
- Concurrent and retrospective verification of hospitalization and service proposition.
- Provider Visitation, inspection, Contraction and accreditation.
- Expansion and maintenance of network of providers.
- The development and modification (where appropriate) of client benefit package.
- Business Presentations and Health Talks.

- Education of clients/members on the on the health schemes and providing updates and accurate information.
- Client complaint resolution.

Year: 2008 - 2009

Position: National Youth Service Corper (Regional Operations and Quality Assurance)

Organization: *Zenith Medicare Limited (HMO)*

Key responsibilities:

- First line verification and adjustment of Fee-For-Service Claims.
- Verification of membership status, benefit cover entitlements, provider Concurrent and retrospective verification of hospitalization, service provision, appropriateness and cost effectiveness of care to members/enrollees.
- First Line generation of pre-authorization for NHIS and PRIVATE Services.
- Resolution of member/enrollee complaints and grievance and maintaining a database of these.
- Provider Visitation and inspection.

Year: 2007 – 2008

Position: House officer (Internship Programme)

Organization: National Hospital Abuja

Key responsibilities:

- History taking, admission work, progress notes and case summaries, ward rounds and call duty.
- Appropriate use of diagnostic facilities; side laboratories, laboratory requests, radiological requests, follow up of results.
- Diagnosis and management of clinical conditions under the supervision of consultants.
- Pre, intra and post-operative management of surgical patients.
- Assisting senior colleagues in surgical operations, caesarian sections, circumcision.

Professional Qualification

Year 2013	Membership Body Institute for Health Insurance and Managed Care of Nigeria	<input type="checkbox"/> Student <input type="checkbox"/> Affiliate <input type="checkbox"/> Associate Member <input type="checkbox"/> Fellow (YES)
--------------	--	--

Management Training

Year	Programme name	Institution	Location
2021	Business Analytics; Decision Making Using Data	University Of Cambridge; Judge Business School Executive Education	Online
2021	Health Care Project Management; The Intersection of Strategy, people and Process	Harvard School of public Health	Online
2021	Leadership and People Management	MODZ.UK Solutions)	Abuja (VML Office)
2018	Claims Management in Health Insurance	Health Business Support Systems	Abuja
2013	e-learning course on Management in Health	World Bank Institute	Online
2012	Leadership and Management	Pharmanews Limited	Lagos
2010	Self and Time Management	Spearhead Training	Dubai
2009	Basics of Health Economics	World Bank Institute	Online-Washington DC

WORKSHOPS

Participated in the NHIS workshop held in Abuja on the introduction of TISHIP (Tertiary Institution Social Health Insurance Programme) under the National Health Insurance Scheme.

Workshop On Development of Inspectorate and Monitoring Tools for HMO's and Health Care Providers Under NHIS (Organized by Funsho and Associates Health Care Consultants)

Attended a training workshop on post abortion care and use of manual vacuum aspiration (organized by IPAS and National Hospital Abuja); **June 2008**

AWARDS

AWARD in recognition for exceptional service and dedication (Venus Medicare Limited, 2021)

AWARD for becoming a fellow of the Institute for Health Insurance and Managed Care of Nigeria (2015)

APPRECIATION for dedication in service as International students hostel Block president (2003)

PLAQUE- For outstanding performance in the 1997 senior secondary certificate examination

KEY ACCOMPLISHMENTS

- Assistant Product Manager (Development and launch of new software for Venus Medicare Limited (2020-2021)
- Commendation in recognition of outstanding achievement in exceeding 2020 business target.
- Reformation Venus Medicare Limited Operations and Quality Assurance Department (Sept 2020-2021)
- Member of the Setup team for the GHR ambulance company.
- Set up of the Clinical and Claims Audit Department of Venus Medicare Limited (2019-2020)
- Resource person at the Zenith Medicare Limited Intensive Training Course for 2016
- Member of the Project steering team for the Zenith Medicare new software Set Up. (2015)
- Member of the Project steering team for the Zenith Medicare Call Center Set Up.
- Development of NHIS and Private benefit limit database in order to limit fraud and prevent money loss as a result of repetitive payment for a given service. (2009-2012)
- Development of Tariffs for radio diagnostic centers in Abuja region. (2009-2012)
- Development of NHIS and private utilization limits database. (2010)
- Conducted a malaria awareness programme at Visafone Kano

LEADERSHIP ROLES

- Head, Operations and Quality Assurance Venus Medicare Limited (Sept 2020-2021)
- Head, Clinical and Claims Audit Department (Feb 2019-Sept 2020)
- Unit Head, Contact Center (2016-2019)
- Acting coordinator of Call center operations at Zenith Medicare Limited (2013-2016)
- CMD (Chief Medical Director) Nysc Orientation Camp Clinic. (26th August 2008-16th September 2008)
- Student Unit Head, Surgery Rotation, Senior Clerkship (2007).
- Student Unit Head, Paediatrics Rotation, Junior Clerkship (2005).
- Member of The Surveillance Committee, University of Ghana International Medical Students Association (2006-2007).
- Vice President, University of Ghana International Students Association (2004-2005)
- Member of A 10-Member Committee That Formed The University of Ghana International Students Association in 2003
- Acting Foreign Students Representative and Member of The Hostel Management Committee at The University of Ghana Medical School (2002-2004)
- Head Girl of D-Ivy College (1999-2000)

VOLUNTEER EXPERIENCE

36th Annual national health week in Ghana under the theme” People with TB: DOTS cured me, it can cure you too”

- Organizing discussions and events as platforms which challenging issues regarding Tuberculosis
- Performed functions to create awareness on Tuberculosis and DOTS in the urban and rural areas

Stake Holders Team at the Obstetrics and Gynaecology Department National Hospital Abuja

- Representative of the house officers and acting secretary for the meetings 2007-2008

PROJECT WORK

Assistant coordinator (PROJECT TEAM) for the Venus Medicare Limited proposed software(2020-2021)

Project Set up Of Zenith Medicare Limited Contact Center (2015)

Sensitization of Officers and Men of the Nigerian Police Force in Abuja On the National Health Insurance Scheme (2011)

- Developed the content of the fliers used to Educate the Nigerian police force in Abuja Kaduna and Niger states.
- Development of slides and presentation of the topic 'Understanding the referral process under the NHIS'

Community Diagnosis of Saduase (eastern part of Greater Accra Region, Ghana)

- Worked in a team under the aim" to determine the health needs of the people of the community"

National health Insurance Scheme in Saduase

- Worked in a team to determine the knowledge attitudes and involvement in the national health insurance scheme in the community (*Handpicked for Presentation and Publishing*)

District Profile report of manya Krobo in the eastern region of Ghana

- With emphasis on St. Martin de Porre's Hospital which has been in the HIV/AIDS care delivery since 1988

KEY QUALITIES AND SKILLS

- Clinical Skills
- Diligent leader
- Team player
- Trustworthy
- Quick Learner
- Marketing Skills
- Analytical Sills

INTERESTS AND ACTIVITIES

Reading, Volleyball, Badminton, Entertainment, Creative thinking, Innovation