

# Kelly Healey , J.D.

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## Summary

Experienced Attorney Arbitrator with a strong background in surprise billing dispute resolution. Adept at navigating complex legal frameworks, mediating disputes, and ensuring compliance with healthcare regulations. Known for excellent attention to detail, and a commitment to fair and equitable outcomes.

## Skills

- Legal research and analysis
- Mediation and arbitration
- Healthcare law and regulations
- Surprise billing dispute resolution
- Strong communication skills
- Attention to detail
- Healthcare reimbursement

## Experience

**Manager Client Policy Operations Support**, 04/2024 – Current

**Maximus**

- Manages the arbitration process for Surprise Billing programs in Georgia, New Jersey, and New York
- Resolves customer complaints and issues promptly, maintaining a positive brand image.
- Schedules interviews for potential candidates and conducted reference checks prior to hire.
- Evaluates individual and team business performance and identified opportunities for improvement.
- Develops and implemented strategic plans to achieve company objectives.
- Resolves customer inquiries and complaints requiring management-level escalation.
- Reviews completed work to verify consistency, quality, and conformance.

**Manager State Arbitration**, 04/2023 – 04/2024

**Maximus Federal Services**

- Reviewed completed work to verify consistency, quality, and conformance.
- Implemented process improvements, resulting in an increase in operational efficiency.
- Developed and implemented strategic plans to achieve company objectives.

**Senior Consultant**, 04/2012 – 04/2023

**Maximus Federal Services**

- Adjudicated appeals, including Medicare Secondary Payer (MSP), and wrote decision letters.
- Was selected to create internal program templates for post-adjudication decision letters, writing and editing documentation to be created and mailed to beneficiaries, their representatives, and other contractors.
- Acted as a liaison between Maximus and other contractors, such as BCRC (formerly MSPRC), and CRC, for MSP cases.
- Reviewed inquiries, reopening requests, and Administrative Law Judge (ALJ) remands, and determined which appeals should be reopened and reprocessed.

## Education and Training

**05/2022 King's College** – Wilkes-Barre, PA

**Bachelor of Arts** English

- Minor in Neuroscience

**05/2005 New England School of Law** – Boston, MA

**J.D.**

## Certifications

- PA Bar, admitted November 2006
- American Health Law Association (AHLA) 2024 Health Care Arbitration Training, completed December 2024