

Audrey Taylor

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Education

SUNY Geneseo
B.A. in Psychology, December 2010
Marion High School
High School Diploma, June 2006

Work Experience

Maximus Federal Services, September 2012-Current

- Team Leader – Part D Drug Adjudication, August 2019- present
 - Primarily act as a subject matter expert for Part D adjudication team, analyze error trends, facilitate training of new adjudicators, perform adjudication of reopened appeals and assist management team.
- Appeals Coordinator – Part D Drug, June 2016 – July 2019
 - Adjudicated Drug appeals by reviewing appeal requests and Plan documents as well as doing research and making phone calls or written requests to obtain missing information. Issued technical decisions based on Medicare law, regulations and Plan rules and coordinate with medical reviewers to issue clinical decisions.
- Appeals Officer – Part D Late Enrollment Penalty (LEP), August 2015-May 2016
 - Adjudicated LEP appeals by reviewing appeal requests, plan documents and applicable research. Made phone calls and issued written requests for information to enrollees, Medicare Part D Plans, employers, pharmacies, etc. when necessary. Decided cases and wrote reconsideration decision letters cases based on the available information.
- Team Leader-Production Services, April 2013-July 2015
 - Led a team of clerks by answering questions and providing instructions and guidance in day-to-day operations tasks. Recorded productivity, wrote work instructions and worked to improve processes on a daily basis.
- Admin. II Operations, September 2012-March 2013
 - Created Drug, LEP and Part A appeals, managed fax, indexing and doc sorting queues and made phone calls to obtain missing information.

Medscribe, February 2012-August 2012

- Admin. II Operations