

Darlene Thornton
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Demonstrated expertise in all areas of Customer Service and Administration. Strong background in employee benefits with proven ability to interpret and communicate coverage provisions to plan members. Able to interact effectively with all levels within an organization and with its vendors.

PROFESSIONAL EXPERIENCE

Tennessee Independent Colleges & Universities Association

Benefit Consortium, Nashville, TN

May 2002-Present

(A \$7 million self-funded association health plan [“Multiple Employer Welfare Arrangement” or MEWA] providing medical benefits to faculty and staff of participating Association member institutions across the State of Tennessee.)

Administrative Coordinator

- Received and maintained benefits enrollments, terminations and changes into the eligibility system provided by the third-party administrator.
- Recommended policy and/or process changes to improve the Consortium’s benefits plans and their operation.
- Served as the primary daily contact Plan Participants, Member Institution representatives, healthcare providers and with the third-party administrator and other vendors.
- Conducted audits of claims samples on weekly check registers, communicated results to TPA and Executive Director.
- Performed all bookkeeping duties such as maintenance of the general ledger including routine journal entries, set up recurring ACH transactions and administered.
- Performed routine accounting functions such as daily downloading and entering of bank transactions, cleared checks and account reconciliation.
- Received and reviewed all benefits enrollments, terminations and changes for entry in the Plan’s eligibility system. Returned non-compliant forms to Institutions’ Human Resources for correction.

Keystone Automotive, Brentwood, TN

August 1999-January 2002

(A leading distributor and marketer of specialty automotive equipment and accessories in North America)

Benefits Coordinator

- Administered employee benefits programs, including medical, dental, short-term disability, life insurance, pension, and workers' compensation claims for 400+ employees.
- Sent COBRA notifications and track COBRA payments.
- Prepared monthly insurance billings and reports.
- Communicated with third party administrators and providers to resolve employee and/or process issues.
- Customer service liaison to employees, providing problem resolution, policy interpretation, and miscellaneous benefit information.

Prism Rehab Systems, Brentwood, TN

July 1992-June 1999

(A \$600 million national provider of both in- and out-patient physical, occupational and speech rehabilitation services)

Benefits Coordinator

- Administered employee benefit programs including medical, dental, short and long-term disability, and health and dependent care spending accounts for over 10,000 employees.
- Served as customer service liaison to employees nation-wide, providing problem resolution, policy interpretation, and miscellaneous benefit information.
- Communicated with third party administrators and providers to resolve employee and/or process issues.
- Served as a member of the team which planned and coordinated annual open enrollment.

Jacques-Miller, Nashville, TN

1989-1992

(A real estate syndication company which raised and invested over \$500 million on behalf of individual investors.)

Payroll Administrator

- Responsible for bi-weekly payroll for 1000 + employees
- Maintained all payroll deductions.
- Processed health insurance claims.
- Prepared COBRA activities.

EDUCATION

Graduate, East High School
Top 10% of class

TRAINING AND SKILLS

- Excellent communication and customer service
- Microsoft Word, Excel
- Quickbooks
- DG Claim System
- ADP Payroll System
- AS400 HRIS System