Lujean El-Hadri

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Projects & Highlights

HRA SMS Outreach Campaign (Mock Project) – Built an end-to-end analytics workflow simulating Humana's outreach operations. Developed a Jupyter Notebook case study using Python, pandas, and Power BI to demonstrate both the business strategy and technical implementation behind automated outreach scoring, KPI tracking, and STAR-aligned population health analytics.

Power BI Dashboards – Created interactive dashboards with DAX measures, drill-through functionality, and KPI tracking for claims and care-management data. Automated data preparation using Python and Power Query to enable consistent, reproducible insights.

Additional project in development: AURA (AI-Driven Claims Optimizer), applying NLP and rules-based logic to flag potential claim denials prior to submission.

Experience

Humana – Tampa, FL (Remote) | Care Management Support Assistant III | Dec 2024 – Present
- Conduct targeted outreach to SNP members to complete Health Risk Assessments (HRAs), ensuring timely data capture that drives risk stratification, care planning, and STAR rating improvement.
- Identify and address gaps in care (e.g., screening, medication adherence) through coordinated outreach, improving compliance with CMS STAR measures.
- Document member responses and care barriers, supporting both clinical decision making and enterprise accuracy.
- Contribute frontline data to predictive analytics and risk stratification project by completing HRAs, supporting population health models and care management strategy.

Florida Psychiatric Center – Tampa, FL | Revenue Cycle Operations Coordinator | Sep 2020 – Feb 2022
- Developed and maintained automated A/R and claims reports within EMR systems to strengthen reconciliation and financial tracking.
- Analyzed claims and denial data to identify recurring issues, reducing rejected claims and improving processing efficiency.
- Partnered with providers and payers to ensure data accuracy, documentation compliance, and timely reimbursement.
- Applied workflow enhancements and reporting tools to streamline claims resolution and reduce manual rework.
- Supported payer contract negotiations through comparative data analysis, resulting in improved reimbursement outcomes

Lutz Endodontics – Lutz, FL | Claims & Operations Specialist | Aug 2019 – Oct 2020
- Managed claims submissions, appeals, and credentialing in Excel and Power Query, improving visibility into claim status, payer trends, and provider productivity.
- Analyzed payer and denial data to identify reimbursement gaps, detect process inefficiencies, and implement corrective actions that reduced delays and improved accuracy.
- Conducted comparative data analysis for payer negotiations, improving rates and contract outcomes.
- Applied reporting and workflow optimization to reduce delays and improve claims visibility.
- Supported data-driven marketing reports to track referrals and practice growth.

University Pain Management – Tampa, FL | Revenue Cycle Manager | Sep 2015 – Aug 2019
- Processed, validated, and submitted claims data across Medicare, Medicaid, and commercial payers.
- Conducted accounts receivable analysis and reconciliation reports to improve collections and provide leadership insights.
- Developed EHR workflow enhancements to streamline scheduling, documentation, and reporting.
- Investigated denials and applied data-driven resubmission strategies to reduce lost revenue.

Skills

Technical: Power BI, SQL, Python, Power Automate, Excel (Power Query, pivots) ● *Healthcare:* EMR/EHR Systems, Claims Processing, CPT & ICD-10, Denials & A/R Management, Provider Credentialing, Revenue Cycle Operations ● *Analytics*: KPI Dashboards, Data Cleaning & Transformation, Automated Reporting, Reimbursement Analysis, Population Health Metrics ● *Professional*: Process Optimization, Collaboration, Data Integrity, Problem Solving, Communication

Education

Master of Science in Health Informatics – *Purdue University Global*
Concentration: Health Information Management | *Expected Completion:* Nov 2026
Bachelor of Science in Health Sciences – *University of South Florida*
Concentrations: Health Management & Biological Health Sciences | *Graduated:* Dec 2020