

## Thant Coleman, CPMI, PMP



### STRATEGIC INITIATIVES, TRANSFORMATION AND TECHNOLOGY PROFESSIONAL

I am a seasoned professional with over 25 years' experience blending an overall knowledge of business management, strategic thinking and technical computing with project delivery. I specialize in translating high level organizational goals and objectives into detailed actionable plans while bringing hands-on "know how" and project delivery experience to enterprise wide and mission critical efforts. I have extensive experience with PMO governance, team building and mentoring of junior managers. I best add value by driving strategic initiatives and transformation via organizational change.

- **Mergers, Acquisition & Alliances** – Certified Post Merger Integration Specialist and Charter Holder with the Institute for Mergers, Acquisitions and Alliances. Adept at driving analysis and synergy/benefit definition and working with leadership to initiate and drive efforts to integrate organizations and achieve targeted synergies.
- **Strategic & Benefits Realization** – 20+ Years of experience defining strategy, redefining processes, and deploying technology to realize and sustain organizational benefits and to create competitive advantages in the marketplace.
- **Portfolio, Program & Project Management** – Experienced at managing large and complex enterprise wide initiatives. Experience managing portfolio, program and project budgets up to 40 Million with teams of 150+ resources. Experienced authoring and implementing project delivery methodologies, models and best practices.
- **Healthcare Expertise** – 20+ Years of experience blending technical computing and project delivery in healthcare environments. In depth understanding of Payer operations and Provider Revenue Cycle from patient registration, documentation, local editing, claims submission, clearinghouse operations to payer side medical necessity, plan benefits and claims adjudication.
- **IT/IS Integration Management** – Over 25 Years Systems Development, Implementation and Support Experience with 20 years of experience as a manager of IS and IT
- **Communication** - Exemplary written and verbal communication skills. Able to liaise with C-Level Executives in business and technical terms.
- **Vision** – Able to comprehend and strategize with the "Big Picture" in mind. Well adept at working with executives at all levels to interpret strategic plans into IT & PMO goals and initiatives.

Business & IT Alignment  
Portfolio Management  
Program Management

Resource Planning  
Budget Management  
Risk Management

Change Management  
Process Improvement  
Mentoring / Coaching

## EXPERIENCE – MANAGING LARGE SCALE PROGRAMS AND DRIVING BENEFITS REALIZATION:

THANT COLEMAN & COMPANY LLC

### Principal Consultant

June 2018 – Present

Currently leveraging industry relationships and working as an independent consultant to organizations with over 1 Billion in revenues.

### ENGAGEMENTS INCLUDE:

- **BCBS of Louisiana** – (3.5B in revenues, 2,500 employees) - Presently contracted as a Merger & Integration Specialist and serving in the capacity of a Program Director, co-leading merger integration of BCBSLA and Vantage Health Plan. I work with Leadership to translate strategic plans and targeted synergies into programs and projects for the Integration Management Office which governs and executes all merger and integration related project delivery. Risk Management for the IMO Project Portfolio is also under my charge as well as oversight of the project managers comprising the Migration Program Team. I was recently asked to spearhead Vendor Analysis and Integration efforts which include the feasibility of vendor consolidation and the insourcing services currently provided by vendors. I exercise governance and oversight of all vendor integration activities to include establishment of the integration strategy, execution, validation, and realization of targeted benefits.
- **CIOX** – (700M in revenues, 5,000+ employees) – Served as Enterprise Change Lead and tasked with identifying and mitigating all risks to People and business processes resulting from the roll out of a new custom core system that would be deployed to over 1,000 locations across the USA. I worked with Senior Leadership to define the organization's change management strategy and continued to lead execution of the change by overseeing the training of approximately 4000 employees, 1000 client users of the system, training of the IT Implementation Team and business process remediation for the organization.
- **Cotiviti** (Acquired for 4.9Billion, 3,300 employees) - Having merged with another entity 4 years prior, divisions within the combined entity had never operated as one. The organization wanted to unify overlapping business units, processes and systems. This role required subject matter expertise in provider's side revenue cycle practices including clinical documentation versus coding and billing standards. A strong knowledge of payer side claims adjudication was also essential. After having worked with legacy Cotiviti management to ensure agreed upon goals/objectives and defined benefits, along with having developed the management plan, resource model and delivery schedules, the organization determined that the effort would not be pursued as the new merged organization would be pausing all strategic efforts and reassessing whether the efforts fit the new strategic direction of the merged organization.

GENPACT HEALTHCARE SOLUTIONS

### Senior Principal Consultant & Senior Program Director

Feb 2013 – June 2018

Genpact is a management consultancy with 2.5 Billion in revenues and 70,000 employees.

As a Senior Principal Consultant, I provided subject matter expertise on matters of strategic direction, project execution and governance as well as and hands on management of client engagements, project

portfolios, programs and large-scale efforts. I operate independently while leading cross-functional teams of PMO, IT, Business and Vendor resources from inception through delivery of organizational objectives. These teams include client resources as well as augmented staff. As a senior manager, I regularly partner with internal and external stakeholders to develop technology strategies, advance new business opportunities, prioritize initiatives and manage expectations. I served as a point of escalation for delivery related risks and issues and assist in mitigating risk to client company operations.

**NOTEABLE ENGAGEMENTS INCLUDE:**

- **BCBS of North Carolina** (8B in revenues, 5K employees) – Assumed the responsibilities of a retiring PMO Director, managed a 125-member resource team and successfully delivered over 500k labor hours under a total budget of approximately 40M. While in this role I built, managed and led the ICD-10 PMO and established the Mandates and Compliance Program Portfolio. Upgrades and redeployment of mission critical core systems along with remediation of enterprise wide operational processes and mitigation of Enterprise Risk having a financial impact of 150M fell within the scope. Ensuring delivery of all federal and state compliance related projects were under my leadership.
- **BCBS of New Jersey** (10.5B in revenues, 6K employees) – Provided subject matter expertise, oversight and management of the Business Readiness Audit Team. The audit focused on claims processing but included all functional areas within the organization and covered the quality of current manual operational processes.
- **CVS Caremark** (43B in revenues, 170K employees) – Served as the Lead Consultant, Architect and SME for an Impact Assessment of Caremark's Minute Clinic division which included over 800 provider facilities integrated with CVS Pharmacies nationally. The assessment compared current core EMR/EHR system deficiencies versus operational processes along with an impact assessment of migrating to Epic EMR/EHR. Upon the selection of Epic as the new system, I personally developed the Migration Strategy, Project Plan, Resource Plan and integrated Schedule for the transition to the new core system.
- **Fidelis Care / NYS Catholic Health** (5B in revenues, 3.2K employees) – Served as the Subject Matter Expert and Program Manager for the largest remediation effort ever undertaken by the organization. I advised senior management on how to best define the organization's remediation strategy and defined the foundation for the program's structure. Other accomplishments include validating the existing impact assessment and translating the identified impacts into detailed scope, requirements, schedule and budget for the project work streams.
- **BCBS of Western NY** (2.4B in revenues, 2.3K employees) – During this engagement, I led and enterprise wide impact assessment encompassing all functional areas within the organization. I personally scoped and defined the 13 project tracks that make up the ICD-10 remediation program including a core system redeployment. Resource plan included approximately 140 IT & business resources. Total program budget was established at 12M.

GUILFORD MEDICAL PARTNERS LLC

**Partner – VP of IT & Project Delivery**

**Jan 2001 – Nov 2012**

Guilford is a Third-Party Administrator and BPO Provider to the Financial, Insurance and Biotech sectors.

Advanced and flourished in a projectized environment at a hybrid organization that provided Third Party Administration and BPO Services to Life, Health & Disability Insurance Companies and Financial Services Companies as well as Biotechnology and Specialty Health Organizations. As a director of IT, I oversaw all aspects of systems development, network administration and technical support. As the head of Project Delivery, I oversight of the firm's portfolio of projects and junior project managers while simultaneously managing the largest and most critical client projects. I became the "face" and principal Point of Contact for GMP clients.

#### NOTABLE GUILFORD ENGAGEMENTS INCLUDE:

- **National Services Commercialization** – Built and operationalized a national network of over 600 Patient Service Centers to commercialize laboratory testing services. Identifying, contracting and training of medical facilities personnel fell within scope along with all business and operational processes associated with specimen collection, specimen processing, service billing, payment and logistics.
- **Core System Redeployment** - Analysis of complete Revenue Cycle to include Patient Registration, Examinations, Clinical Documentation, Coding, Clinical Editing, Billing, Clearinghouse processes and Payer Reimbursements. Redesigned and deployed new in-house EMR systems to help streamline revenue cycle processes and to ensure Federal Mandate compliance. System utilized by staff in 5 locations across 4 states.
- **Salesforce CRM Deployment** - Migration from a distributed Goldmine CRM to hosted cloud solution along with training of system users across 5 locations in 4 states.
- **Clinical Trial** – Lead all efforts as the GMP Project Manager. Charged with contracting ancillary care and processing facilities in 22 target cities and providing ongoing oversight of laboratory specimen collection, processing and quality control functions

CLARCOR INC / AIRGUARD INDUSTRIES **Director of Information Systems**  
 INTERNATIONAL BUSINESS SYSTEMS – **Client Server Programmer**  
 COMPUTER NERDS INC – **Principal & Lead Software Engineer**  
 STAR INDUSTRIES dba MUSTANG MACHINERY – **Programmer Analyst**  
 US MARINE CORPS – **Gulf War Veteran w/Honorable Discharge**

**Mar 1998 – Jul 2001**  
**Aug 1995 - Jan 1998**  
**Jun 1993 – Jan 1998**  
**Feb 1991 - Jun 1993**  
**Sep 1990**

#### EDUCATION AND TECHNICAL TRAINING:

<b>Project Management Professional</b> – PMI Certification #: 1571077	
<b>Post Merger Integration Specialist</b> – IMAA Charter Holder #: 546	
<b>Executive Leadership</b> – Internal Management Program - Clarcor University	2000
<b>Computer Information Systems</b> – Bachelor of Science - ICT College	1992
<b>Information Management</b> - USMC Specialized Operations Training Group	1989
<b>Aviation Logs and Records Management</b> - USMC Specialized Ops Training Group	1988
<b>Aviation Maintenance Administration</b> – USMC Technical Training Center	1987