

ALISHA KUNTE

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PROFESSIONAL EXPERIENCE

Provider Network Credentialing & Licensing Lead — VillageCare NYC

July 2024 – Present

- Owned end-to-end provider enrollment and payer-facing operational workflows for physicians, NPs, and PAs, managing 275+ concurrent cases across Medicare, Medicaid, credentialing, regulatory, and provider-data processes.
- Led provider workflows from application preparation and document collection through NPI validation, primary source verification, deficiency resolution, escalation, and activation; worked directly with practitioners and external regulatory partners to drive cases through completion.
- Recovered a backlog of 2,000+ provider records by segmenting failure points, standardizing escalation pathways, and redesigning outreach, reducing average turnaround time by 25% and restoring SLA performance.
- Built a centralized repository for jurisdiction and program-specific requirements, reducing information retrieval time by 60% and creating a scalable operating playbook for complex provider workflows.
- Designed a 30-point quality-control framework to surface missing documentation, verification failures, and provider-data inconsistencies before downstream review, reducing first-pass errors by 12%.
- Conducted provider-data reconciliation across CAQH, PECOS, NPPEs, NPDB, CMS, Medicaid, OIG, SAM, and state licensing sources, resolving discrepancies across fragmented healthcare systems.
- Managed NP and PA collaborative practice and supervision requirements and coordinated licensing, enrollment, and provider-activation dependencies across multiple jurisdictions.
- Built operational dashboards across Salesforce, Excel, Verisys, and Facets to track throughput, aging, outstanding requirements, expirables, escalations, and SLA performance.
- Applied HIPAA X12 transaction knowledge operationally — running 270/271 eligibility checks to verify provider participation status before reapprovals, NPI/TIN changes, and delegated entity activations; monitoring pending 837 claim volumes before processing provider terminations or billing address changes to prevent downstream claims failures.
- Authored 8 SOPs standardizing enrollment, verification, exception management, outreach, credentialing, and compliance workflows; partnered across operations, compliance, medical leadership, providers, and external stakeholders to resolve recurring process failures.

Regulatory Compliance & Provider Network Intern — MetroPlus Health

June 2023 – December 2023

- Managed licensure verification and credentialing workflows across a 1,000+ provider Medicare and Medicaid network, identifying deficient records and coordinating remediation directly with providers.
- Translated 75+ CMS Part D and New York Medicaid requirements into SOPs and compliance matrices, reducing workflow turnaround time by 25%.
- Built a Tableau operating tracker for 250+ provider contracts, surfacing compliance gaps and workflow bottlenecks and improving operational efficiency by 20%.

Risk & Compliance Student Assistant — New York University

November 2022 – May 2023

- Built a centralized digital system for 5,000+ insurance and risk records, reducing retrieval time by 40% and improving audit readiness.

PROJECTS

Provider Compliance & Risk Monitoring Agent — Salesforce + Apex

- Built a Salesforce-based provider operations system that automates NPI validation, provider verification, exception detection, compliance tracking, and risk-based workflow routing.
- Integrated live NPPEs API validation to verify provider identity, taxonomy, demographics, and NPI status and automatically surface incomplete or conflicting records.
- Designed an exception-based operating model that automates repeatable validation while routing higher-risk records for targeted human review, reducing dependence on manual record-by-record processing.

Provider Directory & Data Integrity Validation System — Provider Data + Reconciliation

- Designed a provider-data reconciliation system to detect inconsistencies across enrollment, credentialing, and directory records and route discrepancies into standardized remediation workflows before creating downstream operational failures.
- Mapped NPI, taxonomy, specialty, location, affiliations, demographics, and participation status across fragmented provider datasets to surface recurring data-quality failure patterns.

SKILLS

Technical: Salesforce, Apex, SQL, Python, APIs, Tableau, Excel, Smartsheet, Facets, Verisys, Cactus

Languages: English (Native), Hindi (Native), Marathi (Native), Spanish (Conversational)

EDUCATION

MPH — Healthcare Policy & Management — New York University | 2024

MBA — Hospital & Healthcare Administration — IIMR University | 2022

BBA — Hospital Administration — DY Patil University | 2020