

Vivienne Beckford  
259-40 149<sup>th</sup> Road ♦ Rosedale NY 11422  
Work (212) 908-8547 ♦ Mobile (347) 551-4323

- Experience:  
12/2013 MetroPlus Health Plan, Inc. (MetroPlus), 160 Water Street, New York NY 10038  
**Director, Credentialing**  
Provide administrative oversight of credentialing process. Ensure credentialing activities, policies and procedures are compliant with regulatory standards of Centers for Medicare & Medicaid Services (CMS), New York State Department of Health and other regulatory standards such as New York State Department of Financial Services. Responsible for quality assurance auditing of provider information maintained in credentialing database for provider directory, claims and other related functions.
- 12/94 – present NYC Health + Hospitals | Kings County, 451 Clarkson Avenue, Brooklyn NY 11203  
**Associate Director, Medical Board Office/Housestaff Affairs**  
Administratively ensure that credentialing and privileging of medical, allied and house staff is in compliance with accreditation/regulatory mandates of CMS, The Joint Commission, NCQA, New York State Department of Health guidelines as well as hospital and corporate directives and hospital bylaws. Assist with review and preparation of hospital bylaws and policies and procedures and ensure that they are compliant with accreditation and regulatory standards. Oversee managed care credentialing process and ensure that all credentialed providers are enrolled with contracted managed care plans.
- 10/94 – 12/94 **Health Care Program Planner Analyst, Occupational Health & Safety**  
Utilized database systems to track hospital wide incidents and accidents. Prepared reports for various committee meetings. Assisted in preparing “Internal/External Disaster” manual.
- 6/92 – 10/94 NYC Health + Hospitals, Regulatory Affairs, 346 Broadway, New York, NY 10013  
**Senior Management Consultant, Credentialing Unit**  
Oversaw the credentialing/privileging of clinicians who applied for medical staff appointment and reappointment in NYC Health + Hospitals facilities. Updated and maintained database for tracking the review and governing body approval of medical staff (re) appointments. Participated in mock surveys of the NYC Health + Hospitals’ credentialing process in preparation for accreditation/regulatory surveys by external agencies. Reviewed NYC Health + Hospitals facilities’ bylaws to ensure compliance with Joint Commission standards and NYS 405 codes. Oversaw the operations the credentialing office in the absence of the Credentialing Director. Assisted in training and orientation of new staff.
- 8/91 – 5/92 NYC Health + Hospitals | Metropolitan, 1901 First Avenue, New York, NY 10029  
**Health Care Program Planner Analyst, Quality Management**  
Maintained database for trending physician/clinical service specific information that was used in the provider re-credentialing process. Train support staff to utilize the QAMM computer program, which trends clinical, utilization and physician performance data.
- 7/90 – 8/91 **Systems Analyst**  
Input clinical, utilization and physician performance data collected by Clinical Nurse Reviewers into the QAMM database for trending physician performance.
- EDUCATION:**  
9/94 – 12/98 New York School for Social Research, 66 Fifth Avenue, New York, NY 10011  
Master of Science, Health Services Management
- 9/85 – 6/90 New York Institute of Technology, Central Islip, New York  
Bachelor of Science, Business Administration, Information Systems, Magna Cum Laude