

As the Executive Director of Managed Care, Shanna provides direct assistance to Emergency Physicians and is responsible for the analysis, negotiation, and implementation of managed care contracts with all insurance carriers. Shanna has 20 years of experience designing systems aimed at helping ED physicians deal with complex insurance issues and is focused on helping improve their practices. Shanna is an expert in Accounts Receivables, Revenue Cycle management, and Reimbursement trends. Shanna also serves on EDPMA's State Regulatory and Insurance Committee on behalf of MGA.

Prior to joining MGA, Shanna served as Vice President of Operations for Optimal Billing Solutions, leading a staff of 200 employees. Over the years and as a result of several business acquisitions, Shanna has also worked for Medaphis, Per-Se Technologies, and Healthcare Business Resources (now Zotec).

Shanna lives in Jacksonville, Florida with her husband, Dave, and daughter, Olivia.