

Connor Hodge

QNXT Technical Manager

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📍 Charlotte, NC 28203

STRENGTHS

- 🔍 **Claims Problem Solving**
When claims issues crossed configuration and data, traced dependencies with SQL and gave stakeholders a clear path forward.
- ✅ **Release Governance**
Built practical release checks around readiness, validation, rollback planning, and support coverage, so teams moved with confidence.
- 👥 **Client Partnership**
Turned technical findings into plain decisions for business and IT leaders, and became a trusted voice during incidents.
- 🏢 **Distributed Leadership**
Guided consultants across locations through design reviews and tough production work, keeping standards clear and collaboration human.
- ⚙️ **Payer Systems Insight**
Connected claims, membership, benefits, provider, and EDI flows to explain impacts that were easy for operations teams to act on.

SKILLS

QNXT Claims Processing

Benefits Configuration

Workflow Engine Batch Processing

System Integrations

Advanced SQL Database Analysis

Root Cause Analysis

Release Management

Production Support

Stakeholder Management

Healthcare Compliance

Technical Leadership

Problem Solving

SUMMARY

QNXT technical delivery leader with 13 years of **healthcare payer technology, consulting, implementation, enhancement, and production support** experience, including more than 8 years of hands on QNXT work. Leads client facing programs across Commercial, Medicare, Medicaid, Duals, and ACA Exchange operations, connecting technical design with claims, membership, benefits, and provider objectives. Directs Claims Processing, Benefits Configuration, Workflow Engine, Batch Processing, interfaces, integrations, advanced SQL analysis, QNXT Schema analysis, and dependency review. Experienced with HIPAA EDI 837, 834, 820, and 27X transactions, release management, environment governance, DevOps, cloud hosted environments, audit controls, and production stabilization. Guides distributed consultants through modernization, root cause analysis, risk decisions, and controlled releases while building clear partnerships across business, IT, architecture, delivery, and operations teams.

EXPERIENCE

QNXT Technical Delivery Manager

Blue Ridge Payer Solutions 📅 January 2022 - Present 📍 Charlotte, NC

Directs QNXT implementation, enhancement, modernization, and production support workstreams across commercial and government payer operations. Leads distributed consultants, governs environments and releases, and advises business and IT stakeholders on scalable solutions, risk, compliance, and audit readiness.

- Directed **QNXT** delivery across Commercial, Medicare, Medicaid, and **ACA Exchange** operations, improving release coordination.
- Governed **Claims Processing, Benefits Configuration**, WFE, Batch Processing, interfaces, and integrations through controlled technical releases.
- Led SQL investigations across claims, membership, provider, and benefit incidents, isolating dependencies and production causes.
- Managed cloud hosted and hybrid environment readiness, change approvals, validation, and rollback planning for releases.
- Guided distributed consultants through design reviews, troubleshooting, **quality standards**, mentoring, and offshore delivery dependencies.
- Advised client leaders on modernization, compliance evidence, **audit controls**, technical risks, and scalable solution choices.

Senior QNXT Technical Consultant

Piedmont Health Systems Consulting 📅 April 2019 - December 2021 📍 Raleigh, NC

Led QNXT upgrade, modernization, interface, and production support initiatives for payer clients. Connected architecture, data structures, technical testing, DevOps planning, and operational decisions across client design and incident sessions.

- Led QNXT upgrades and modernization workstreams, mapping architecture, **data structures, interfaces**, and downstream dependencies.
- Designed Claims, Benefits Configuration, WFE, and **Batch Processing** solutions supporting membership and provider workflows.
- Used **advanced SQL** and **QNXT Schema** analysis to isolate configuration and integration defects.
- Supported **HIPAA EDI 837**, 834, 820, and 27X flows through interface testing and reconciliation.
- Planned DevOps releases with deployment prerequisites, validation steps, environment controls, and support coverage.
- Facilitated client incident sessions, converting technical findings into decisions, risks, dependencies, and follow up actions.

QNXT Technical Consultant

Carolina Benefit Technology Group 📅 July 2016 - March 2019 📍 Greensboro, NC

Supported QNXT configuration, conversion, migration, integration, release, and production activities for healthcare payer operations. Translated technical findings into practical options for business and IT stakeholders while validating records before cutover.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- QNXT Technical Delivery Manager at Blue Ridge Payer Solutions (4.7 Years)
- Senior QNXT Technical Consultant at Piedmont Health Systems Consulting (2.7 Years)
- QNXT Technical Consultant at Carolina Benefit Technology Group (2.7 Years)
- Healthcare Payer Systems Analyst at Atlantic Managed Care Services (2.8 Years)

- Configured QNXT Claims Processing, **Benefits Configuration**, **WFE**, and scheduled batch functions for payer operations.
- Developed **SQL** investigations for claim, member, provider, and benefit discrepancies using QNXT Schema relationships.
- Supported **system integrations** and HIPAA EDI exchanges, validating processing results and documenting exceptions.
- Executed **QNXT conversion** and **migration** validation, comparing source and target records before production cutover.
- Prepared technical release packages and environment checklists for testing, deployment, and post release verification.
- Explained production findings, configuration impacts, and technical options to business and IT stakeholders.

Healthcare Payer Systems Analyst

Atlantic Managed Care Services 📅 August 2013 - June 2016 📍 Richmond, VA

Supported payer applications across claims, membership, benefits, provider administration, EDI processing, testing, production support, and controlled change delivery. Investigated application and data issues while coordinating analysts, developers, operations specialists, and business users.

- Supported payer applications for claims, **membership**, **benefits**, and provider administration under production operations.
- Investigated application and data issues with SQL, log review, and structured incident documentation.
- Validated HIPAA EDI processing for enrollment, **claims**, premium payment, and eligibility related exchanges.
- Coordinated user acceptance testing and confirmed resolved defects against business scenarios before release.
- Maintained **production support** and change records for audit review and controlled implementations.
- Resolved cross **system dependencies** with analysts, developers, and operations specialists during incident response.

Payer Operations Systems Associate

River City Health Plan Services 📅 July 2013 - July 2013 📍 Richmond, VA

Supported payer operations under senior review, building foundational experience across claims, membership, benefits, provider administration, SQL validation, EDI processing, testing, and production documentation.

- Validated payer records across claims, membership, benefits, and provider administration under senior review.
- Executed predefined SQL queries and reconciliation checks, documenting discrepancies without altering production data.
- Reviewed transaction status and exception queues to learn healthcare EDI processing patterns.
- Prepared test evidence for small application fixes against expected payer scenarios.
- Organized incident notes, change records, and validation artifacts for traceability.
- Built foundational payer terminology, data quality, and **production support** knowledge.

PROJECTS

QNXT Modernization and Migration 📅 2021

Connected architecture, data structures, interfaces, and operational dependencies during QNXT modernization planning. Clear technical decisions helped client teams prepare controlled conversion validation and production readiness.

Healthcare EDI Reconciliation 📅 2018

Worked across payer operations and technical teams to reconcile 837, 834, 820, and 27X transactions. Shared findings clearly, helping stakeholders resolve exceptions and protect downstream processing.

LEADERSHIP & AWARDS

- Recognized for leading QNXT modernization and production stabilization across distributed payer delivery teams.
- Selected by client stakeholders for clear technical decisions during complex claims and integration incidents.
- Earned team trust through practical mentoring, release governance, and consistent audit ready documentation.

EDUCATION

Bachelor of Science in Information Technology

Virginia Commonwealth University 🎓 GPA: 0 📅 2013 📍 Richmond, VA

Coursework: Database analysis, systems architecture, healthcare information systems, software development

CERTIFICATIONS

- ITIL 4 Foundation 📅 2024
- QNXT Technical Training 📅 2023

TECHNICAL SKILLS

- **QNXT Modules:** Claims Processing, Benefits Configuration, Workflow Engine
- **Batch and Interfaces:** Batch Processing, Interfaces, System Integrations
- **Database Technologies:** Advanced SQL, Database Analysis, QNXT Schema
- **Healthcare EDI:** HIPAA EDI 837, HIPAA EDI 834, HIPAA EDI 820, HIPAA EDI 27X
- **Payer Products:** Commercial, Medicare, Medicaid, Duals, ACA Exchange
- **Payer Domains:** Claims, Membership, Benefits, Provider Management
- **Delivery Methods:** Implementation, Enhancement, Production Support
- **Release Practices:** Release Management, Change Controls, Rollback Planning
- **Technical Operations:** Root Cause Analysis, Incident Management, Production Validation
- **Cloud and DevOps:** DevOps, Cloud Hosted Environments, Hybrid Environments
- **Governance and Controls:** Compliance Requirements, Audit Controls, Risk Management
- **Architecture Practices:** System Architecture, Data Structures, Dependency Analysis

PROFESSIONAL AFFILIATIONS

- Healthcare Information and Management Systems Society participant, connecting payer technology practice with broader healthcare delivery goals.
- IT service management community participant, sharing release governance and production support practices with peers.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST