

**Curriculum Vitae**  
*for*  
**Susan J. Pretnar**

***CONTACT INFORMATION***

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***PERSONAL INFORMATION***

Date of Birth 05/02/1948  
US Citizen

***ACADEMIC EDUCATION***

June 1988 - MBA, University of Alabama at Birmingham  
Birmingham, Alabama  
August 1977 - B.A. English, Trenton State College  
Trenton, New Jersey

***PROFESSIONAL DEVELOPMENT***

May 2011 - AACSB Bridge Program, George Mason University, Fairfax, Virginia  
Sept 2006 - Microsoft Project 2003, Level 1, New Horizons Computer Learning Centers,  
Des Moines, Iowa  
Dec 2005 - Executive Seminar in Communication Skills, Buckley School of Public  
Speaking, Camden, South Carolina  
Mar 2005 - Advanced Performance Management Training, Aubrey Daniels International,  
Atlanta, Georgia  
Dec 2004 - Federal Contracting Basics, The Federal Contracting Institute, Centre  
Consulting  
April 1996 - Strategic Planning Program for Healthcare Executives, The Fuqua School of  
Business, Duke University, Durham, North Carolina

***EMPLOYMENT HISTORY***

**August 2009 – Present - President, KeySys Health, LLC**

Entrepreneurial venture established to bring a software application, originally developed for research, into the commercial market. Concurrently, utilizing healthcare expertise to consult and advise small to medium physician office practices on compliance requirements relevant to recent federal legislation (HITECH Act and Meaningful Use), as well as assessing capabilities and developing plans to improve operations and business continuity preparedness.

**August 1979 – November 2007 Blue Cross and Blue Shield of Alabama**

***Jan 2007 – Nov 2007 Implementation Director***

Develop standard procedures for Medicare operations transitions for Project Management Office. Assist with completion of four Federal Acquisition Requirements (FAR) Medicare Administrative Contract proposals.

***Jan 2000 – Jan 2007 Executive Director, Medicare PartA, Midwest Operations***

Direct activities for PartA Intermediary functions for Iowa and South Dakota and Home Health and Hospice for 15 States, including claims processing, inquiry, medical review, appeals, audit and reimbursement and provider enrollment. Meet budget and performance requirements as required, maintain trained staff and implement innovative approaches to managing dynamic workloads.

***Aug 1993 – Jan 2000 InfoSolutions Development Manager and Systems Development Unit Manager***

Supported application code development requirements for the Prescription Drug program, Fraud and Abuse, Primary Care Network, and Electronic Media Claims expansion. Developed the InfoSolutions Medical Information Network clinical data repository, including multi-protocol electronic interfaces with a variety of health care entities and software vendor systems.

***Oct 1989 - Aug 1993 Operations Manager, Bellsouth Dedicated Service Center***

Established and managed a dedicated customer service center (140 representatives) for a major customer with employees in a nine state area. Revised CSD hiring, training and QA process and ERISA appeal procedures to achieve superior customer service.

***Aug 1979 – Oct 1989 Systems Development Systems Analyst, Section Manager, Unit Manager***

Application code development for major online systems for government and non-government related business applications. Directed teams of 10-20 programmers, advised Claims and Marketing Divisions on benefit design issues, interfaced with multiple external entities on implementation of complex electronic data exchanges.

**August 1977 – August 1979 Birmingham Board of Education**

**Administrative Assistant to the Director of the Ramsay Alternative School Program**

Administrative and secretarial functions as required by the director.

## **AWARDS**

- 1991 Birmingham Management Roundtable, Member of the Year  
1990-1991 Leadership Development Association, Outstanding Member Award

## **PUBLICATIONS**

Susan Z. Pretnar, Draft Position Paper (1996), Administrative Simplification – Patient Perspective, IEEE Medical Technology Policy Committee, Administrative Health Information Systems Group.

Elizabeth E. McColligan, Robert L. Samuel III, Warren T. Jones, William A. Moon, Susan Z. Pretnar and Merida L. Johns “An Internet Health Care Information Resources Server as a Component of a Statewide Medical Information Network.” *Topics in Health Information Management*. Vol. 16, No. 1, pp. 11-19, Aspen Publishers, Inc., August, 1995.

## **CONFERENCE PRESENTATIONS**

Pretnar, S., McColligan, E. (1996, May). *Advantages of Integrating Internet Medical Resources into a Statewide Health Care Information Network*. National Managed Health Care Congress, Washington DC.

Pretnar, S. (1996, January). *Point of Care Computing: Making it a Reality*. Presentation of the Blue Cross and Blue Shield of Alabama InfoSolutions Medical Information Network to the Alabama Chapter of the Healthcare Information and Management Systems Society, Birmingham, Alabama.

Pretnar, S. (1995, March). *A Medical Information Network*. Health Information Network presentation at the Eleventh International Symposium on the creation of Electronic Health Record Systems and Global Conference on Patient Cards, TEPR (Toward an Electronic Patient Record), Orlando, Florida.

## **PROFESSIONAL MEMBERSHIPS**

- 2009 - Healthcare Information and Management Systems Society (HIMSS)  
1997 – 1999 Alabama Health Care Information Network, Board of Directors, Treasurer  
1996 – 1999 Healthcare Information and Management Systems Society (HIMSS)  
1995 – 1999 American Medical Informatics Association (AMIA)  
1995- 1999 Computer-Based Patient Record Institute (CPRI)  
1995 – 1999 State of Alabama, Health Care Reform Task Force  
1995 – 1999 IEEE-USA Medical Technology Policy Committee, Administrative Information Systems Subcommittee  
1995 – 1999 Health Level 7  
1995 – 1999 American National Standards Institute, X12N Subcommittee  
1985 – 1999 Leadership Development Association

***Community Service***

2001 – 2007 United Way of Central Iowa, Women’s Leadership Connection,  
Investment Committee, Loaned Executive

2005 - 2007 Board of Directors, Children’s Center on Methodist Hill,  
Des Moines, Iowa

1995- 1996 Board of Directors, Riverchase Residential Association, Birmingham, Al