

Stephen Lung

Work History

2018 - Present Retired

Serving as a volunteer for the State Health Insurance Assistance Program (SHIP) providing counseling services and making group presentations to seniors about Medicare.

2016 - 2018 Vice President of Network Management (Hawaii), United Healthcare

Responsible for contracting, servicing, and managing relationships with health care providers supporting United Healthcare’s community plans (QUEST and Medicare Dual Special Needs Plans).

2014 - 2016 Director, Network Development and Administration, HMSA

Responsible for monitoring the adequacy of provider networks, identifying areas of need and carrying out provider recruitment activities. Oversaw physician relations activities.

2009 - 2013 Director, Provider Relations and Advocacy, HMSA

Oversaw relationships with physician organizations in support of HMSA initiatives such as the Patient-Centered Medical Home model and Pay-for-Quality program.

2000 - 2009 Director, Provider Relations and Contracting, HMSA

Oversaw field servicing and contracting with all health care providers for all HMSA lines of business, and development of positive working relationships with providers.

1995 - 2000 Director, Provider Services, HMSA

Oversaw field servicing and provider contracting with Oahu health care providers. Also directed provider communications and teleservicing operations.

1993 - 1995 Director, Professional Affairs, HMSA

Oversaw field servicing and provider contracting in support of HMSA PPO medical plans. Also directed provider communications, teleservicing, and provider data maintenance operations.

1990 - 1992 Manager, Professional Affairs, HMSA

1989 - 1990 Administrative Assistant, HMSA

1983 - 1989 Hawaii Operations Manager, Deseret Mutual

Managed provider contracting and servicing, employer and customer servicing, and claims processing in Hawaii for a Mainland-based benefits administrator.

1981 - 1983 Hawaii Service Representative, Deseret Mutual

Serviced health care providers, employers, and customers in Hawaii.

Professional Activities

President of Hawaii Chapter of Health Care Financial Management Association, 2003-2004.

Education

Bachelor's in Business Administration, University of Hawaii at Manoa.

Completed postgraduate coursework at the University of Hawaii School of Public Health.