

**Rose Arellano, Business Processing Outsource Director
Performant, CMS Contractor**

Rose Arellano is a business process outsourcing (BPO) Director with 20 years of health care experience, including more than 18 years in operations management. She builds high-performing teams to achieve contractual objectives and financial goals.

As a Six Sigma-trained director of health care billing and recovery for Performant Corporation, Ms. Arellano oversees daily office operations for a team of three managers and 55 staff for the Medicare Secondary Program. She uses her strong communication skills to foster collaboration across teams at all organizational levels.

Ms. Arellano provides innovative leadership and sound solutions to complex problems to deliver quality results for customers. As a BPO operations manager with CGI Federal Commercial Repayment Center (CRC), Ms. Arellano oversaw \$316 million dollars recovered for the Medicare Fund for fiscal years 2014-2016.

She specializes in contract management, process improvement, risk management, issue resolution, resource management and development, and relationship management.