

TRAVIS THORNBURG

PROJECT QUALITY ANALYST

CONTACT

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CORE COMPETENCIES

- VA Rating Criteria and DBQ Documentation
- Provider Support and Training
- Quality Assurance and Compliance
- Compensation and Pension Exam Readiness
- Team Coordination
- Medical Record Review
- Case Management and Documentation
- CAPRI and VBMS
- Documentation Accuracy
- Workflow and Process Support
- Time Management and Organization
- Written and Verbal Communication

EDUCATION

- Nederland High School, Diploma

PROFESSIONAL OVERVIEW

Project Quality Analyst with 9 years of experience reviewing medical examination reports, checking documentation against medical and legal requirements, and working with healthcare providers to correct report issues. Familiar with program procedures, regulatory requirements, and the protection of personally identifiable information and protected health information. Meets assigned productivity and quality standards while keeping records accurate and complete.

PROFESSIONAL EXPERIENCE

HEALTHCARE QUALITY ANALYST - DELOITTE - NOVEMBER 2025 - MARCH 2026

- Reviewed medical examination documents to confirm they met established medical and legal requirements.
- Worked with healthcare professionals to explain report-specific issues and obtain needed corrections.
- Followed program procedures for daily operations and protected personally identifiable information and protected health information.

QUALITY ANALYST PROVIDER LIAISON - MAXIMUS - FEBRUARY 2025 - OCTOBER 2025

- Served as a primary contact for medical providers and answered questions about Disability Benefits Questionnaires and medical disability examination reports.
- Handled a high volume of provider calls and messages, tracked open issues, and followed up until documentation questions were resolved.
- Worked with Quality Analysts, New Provider Liaisons, and other VES departments to resolve provider issues and keep documentation moving through the review process.

DIAGNOSTIC UPLOADER - MAXIMUS - FEBRUARY 2017 - FEBRUARY 2025

- Prepared cases for Compensation and Pension examinations by reviewing veteran medical records, identifying relevant information, and checking documentation against VA criteria.
- Reviewed CAPRI and VBMS records to verify medical history and support accurate disability evaluations.
- Updated case status in the Order Management System and worked with other teams when records were missing or needed correction.

SCAN FOR ONLINE RESUME



travisthornburg.from-tx.com