

JECA S. WILLIAMS, M.A.

TEXAS HEALTHCARE IDR MEDIATOR

Arlington, Texas • 972-885-8703 • jwilliams@creativeadrservices.com • creativeadrservices.com

TDI-ROSTERED MEDIATOR SINCE 2020 • 10+ YEARS IN DISPUTE RESOLUTION

Selected by mutual agreement of the parties in more than 1,350 Texas IDR matters since the program's 2020 implementation. Known for a balanced, efficient virtual process, clear communication, and organized case administration in out-of-network medical billing disputes.

TEXAS HEALTHCARE IDR EXPERIENCE

Rostered Mediator — Medical Billing | Texas Department of Insurance 2020–Present

- Facilitates state-regulated out-of-network payment disputes involving health plans, facilities, and providers while preserving neutrality and balanced participation.
- Conducts focused virtual mediations and pre-session case management, including scheduling, document exchange, fee and invoice administration, and required portal reporting.
- Coordinates individual matters and related request IDs when the parties jointly agree to a multi-matter session, helping counsel and representatives use session time efficiently.
- Supports informed negotiation through careful issue framing, confidential caucuses, and practical settlement-focused communication.

Managing Director & Mediator | Creative ADR Services, LLC 2014–Present

- Leads an independent conflict-resolution practice serving organizations, professionals, and individuals in civil, workplace, education, and healthcare-related matters.
- Manages the full mediation lifecycle: intake, conflict checks, engagement communications, scheduling, secure document coordination, session facilitation, and closeout.
- Designs accessible virtual processes for geographically dispersed participants and high-volume case calendars.

CORE STRENGTHS

Texas medical-billing IDR	Multi-matter coordination	Virtual mediation
Neutral case evaluation	High-volume administration	Clear stakeholder communication

ADDITIONAL NEUTRAL, INVESTIGATIVE & TEACHING EXPERIENCE

Student Conduct Officer | Dallas College — Mountain View Campus 2021–Present

- Conducts impartial reviews of alleged conduct violations, evaluates information, applies institutional policy, and communicates findings and next steps to students and campus stakeholders.

Volunteer Mediator | Dallas County Dispute Resolution Center 2014–Present

- Facilitates court-connected and community disputes using a structured, interest-based mediation process.

Certified Long-Term Care Ombudsman | The Senior Source 2015–2020

- Investigated resident concerns, advocated for resolution, negotiated corrective action, and documented outcomes in regulated care settings.

Adjunct Faculty — Alternative Dispute Resolution | University of North Texas 2018–2023

- Taught and supported coursework in negotiation, mediation, conflict analysis, and dispute-resolution practice.

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EDUCATION & MEDIATION CREDENTIALS

Master of Arts — Conflict Resolution and Reconciliation Abilene Christian University	2016
Bachelor of Applied Arts and Sciences — Alternative Dispute Resolution & Sociology University of North Texas	2014
Associate of Applied Science — Mental Health & Youth Counseling McLennan Community College	1995
Certificate — Paralegal Studies University of North Texas Professional Development Institute	2014

MEDIATION CERTIFICATES

Basic Mediation • Family Mediation • Advanced Marital Disputes Mediation

SELECTED ADVANCED TRAINING

Arbitration Training American Health Law Association	2021, 2023
Florida Supreme Court–Approved Arbitration Training Dunlap Mediation	2021
Arbitration Training American Bar Association — Dispute Resolution Section	2018
ARD/IEP facilitation, stakeholder dispute resolution, family violence, FERPA, and Six Sigma White Belt Additional professional development	Ongoing

PROFESSIONAL INVOLVEMENT & RECOGNITION

Professional involvement: American Bar Association Section of Dispute Resolution; Texas Association of Mediators; guest lecturer and continuing-education facilitator.

Recognition: Volunteer Mediator of the Month, Dallas County Dispute Resolution Center (March 2018).