

“Access to resources and technology increased my efficiency”



SUSIE LINE

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Optum360

Former position:
Patient Financial Services Manager
at Dignity Health

When Dignity Health contracted with Optum360[®] to manage its entire revenue cycle, many of Dignity's employees were nervous about transitioning to Optum360. This is the story of one of those employees, in her own words.

FEARS

I was concerned that we would lose our jobs and that we were partnering with a company that has a relationship with one of the insurance plans we appealed for payment. I was also concerned that salaries and benefits would be cut.

REALITY

I have grown so much with Optum360. There are so many resources and technology available to ensure that processes are streamlined and efficient. The people here are experts on the revenue cycle and freely share their knowledge. The reporting capabilities break down issues and denials in such an efficient manner, you are able to get to the root cause of non-payment and denials quickly. If there is a process breakdown, you are able to pinpoint it and correct it immediately, and if there is a payer issue, the reporting capabilities allow you to utilize that information in contract negotiations.

The teamwork and camaraderie are fantastic, and the feeling of being part of something that is helping so many people is rewarding. Coming from a nonprofit hospital system, where the culture is around patient care and empathy, I was surprised that Optum360 also has strong values centered on integrity and compassion. Since we still work very closely with the facility, it is nice to know that the values remain the same. Patient care is first and building relationships and integrity are top priorities.



“My career has evolved with Optum360 in that I can focus on my passion. We no longer have to limit ourselves to roles we were accustomed to because Optum360 has a wide variety of different clients, different areas of interest and if you put in the work, you can achieve any goal in your professional life that you have. The sky really is the limit.”

WHY I VALUE WORKING FOR OPTUM360

- **Streamlined processes and technologies** that improve efficiencies
- Working with **knowledgeable experts**
- **Career training** opportunities
- **Tuition reimbursement**
- **Encouragement and support** to innovate

TRANSITION

The most helpful thing during the transition was communication. We were looking for reassurance as well as information on direction of the newly formed venture, and the communication — from leadership and locally — was very helpful. We were impressed with the level of confidence that Dignity Health had with this new venture and that made the transition easier.

EMPLOYEE ENGAGEMENT/PERSONAL GROWTH

I have focused my career at Optum360 around denials and have utilized the career training opportunities to steer my professional life in this direction. The training provides information on career opportunities at Optum® and UnitedHealth Group (UHG), as well as tips on moving your career in the right direction to include interview and resume tips. I became aware of the new role I took from word of mouth. I also frequent the UHG career website. People are eager to assist you with your goals.

I have also taken advantage of the tuition reimbursement to advance my education and have joined a program at Optum360 — Idea Builder — that lets you expand on an idea that you have and get coaching on documenting, researching and compiling a “pitch” of that idea to leadership. I hope my idea of having an electronic way of reading insurance cards, which will remove the manual process we currently have, comes to fruition. And now that my son has graduated, I plan on focusing more on social responsibility. Optum is very involved in giving back, and I would like to take a bigger part in that.



“I’m sure that most employees are scared of the new ventures their employers are taking. I was also very afraid. I would like to say, ‘Don’t worry! It will be okay.’ You will have opportunities that you didn’t have before, you are able to help patients and providers by making the revenue cycle as efficient as it can be. You will learn so many new things and your ideas matter. Your input matters.”

The transition journey to Optum360

