



## Amanda Stewart

Manager, Business Analyst  
Optum

*Former position: Patient Cash Team  
Supervisor, Quest Diagnostics*

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*Working for Optum has given me a new reason to get excited about work. I feel proud to tell people the company I work for and about the work I am doing.*

When Quest Diagnostics contracted with Optum® to manage its entire revenue cycle, many of their employees were nervous about the transition to Optum. This is the story of one of those employees, in her own words.

### Fears

Like most of my co-workers, my first concern was, “Am I going to have a job in 3 months? 6 months? One year?” This was especially worrisome because on transition day, I was 8 months pregnant with my second child, and my husband has serious medical issues that prevent him from working. When the announcement first came, the message was, “Yes there is change coming, but the work is still there.”

### Reality

Working for Optum has made me work harder to achieve bigger and better things. Optum has a unique opportunity to change the way medical billing works – and the entire health care system for that matter. The possibilities are endless, and that makes it exciting to come to work to find out what’s next, what’s better than yesterday and how we can improve for tomorrow.

I think the transition gave our staff a wake-up call. Some employees had been in a deep comfort zone for many years. The transition opened their eyes to the fact that things cannot and will not always stay the same – you have to evolve. Some employees have recognized the challenge and have stepped up, and are taking a more active approach to the day-to-day work and their careers.

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### Why I value working for Optum

- Career advancement opportunities
- Onboarding process for a seamless transition
- Formal training opportunities focused on continuous improvement and lean practices
- Rally® for Health program for employees and their families
- Company contributions toward employee health savings accounts (HSA)

## Transition

Optum made the transition very smooth. The welcome website was very helpful and was always updated with new information. As a people leader, we had separate meetings that provided step-by-step, detailed information on what we should communicate to our teams – when to have things completed by, where to go for answers, etc. There were also insurance and benefit road shows where detailed benefits information was provided.

## Employee engagement and personal growth

I have received 2 promotions since joining Optum. My newest and current role is Manager of TOPS – The Optum Performance System. This role has expanded my opportunity to work with many of our Optum partnerships while also leading and developing additional TOPS team members. TOPS aims to improve company culture and work toward a continuous improvement mindset.

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*Allow yourself to feel all the emotions involved in such a transition, both negative and positive. But work through the negative and really try to embrace the positive aspects of change and transition. Not letting myself get caught up in the negativity of others has helped me focus on the positive parts of transitioning and the opportunity for growth that Optum offers.*

**Amanda Stewart**

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