



Robin Morgan

Certified professional coder
Revenue Integrity team

Former Position: Billing Specialist



I am currently in the process of becoming a green belt in the Optum Performance System program that focuses on problem-solving, standardization and team efficiency through active daily management practices such as performance huddles, metric tracking and visibility walls. The skills learned in this program will help me become a better team leader.

When John Muir Health contracted with Optum to manage its non-clinical services, including information technology, revenue cycle, purchasing and analytics, some changes were inevitable. Having concerns and questions is expected, but finding the answers can be reassuring. Here is one employee's story about the process.

Anticipation

When I first heard that I would be transitioning to an Optum employee, I was nervous. What was my future going to look like? Before the transition, I was in the position of an individual contributor as a billing specialist. My main task was to prepare hospital inpatient charges accurately and send them for payment to payers.

I was in my position for four years when the announcement was made. I've been in the medical field for 37 years and in the last 11 years, I've had to change jobs four times. I have seen many changes and challenges that can create fear about the future.

Transition

Now, fast forward a few months and all my concerns are gone. Everyone has been kind and considerate from the bottom to the top. My transition to becoming an Optum employee was the most seamless and positive process in my 37-year career. Communication during the transition was transparent and very practical in terms of providing step-by-step information and details on what the process would be and how onboarding would work.

All of the ongoing support from the Optum staff has enabled me to work more efficiently. Several Optum colleagues keep me in their weekly rounds to check in and discuss how to address issues or roadblocks.

We heard stories of employees who transitioned to Optum and were guided by current employees at every step of the process. I learned to take advantage of tools like the onboarding and welcome website, and always felt comfortable asking questions throughout the transition.



Why I value working for Optum

- Opportunities for growth
- Career development programs
- Culture and values
- Supportive and engaged leadership
- Robust social responsibility programs

Employee growth

My career has definitely taken some positive turns when it comes to engagement and personal growth. The opportunities have been great. Five months after the transition, I was offered a leadership position to become a supervisor for professional billing. My team and I handle internal quality control (IQC), productivity and reporting. In addition, I was given a special project to support our COVID-19 response efforts and I became the HRSA self-pay expert.

With the Optum professional growth and educational support programs, there are new opportunities that I did not have access to prior to the joining the organization. For example, with the Optum tuition reimbursement program, I have been able to pursue and accomplish getting my coding certification, which was completely covered.

Community focus and cultural alignment

One of the things I value the most about Optum is its focus on supporting a wide range of social responsibility programs. Not only does it have initiatives that you can support directly with your time, but through the United for Giving program, you can select a local charity and Optum matches a percentage of your donation. Our family supports one of these programs in our community and donations have been extremely helpful, especially during the pandemic.

That sense of community spirit and giving back is a core value and principle in the Our United Culture program. As a result, I became a culture ambassador as soon as I transitioned to Optum, and I'm excited about my continued involvement in community giving programs.

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The priority of work and life balance has helped me so much. I can make up my time and leave on a moment's notice if there is a family need. I was also able to help with my granddaughter's home schooling throughout the COVID-19 pandemic.

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