

RACHEL BLACKWOOD, MBA, PMP, DBAC

Greater Twin Cities Metro Area, Minnesota

(c) 952-484-4793 ♦ Rachel_blackwood@yahoo.com

EDUCATION

- WALDEN UNIVERSITY, Minneapolis, Minnesota Anticipated December 2024
DBA Program, Doctoral Study Phase
- CAPELLA UNIVERSITY, Minneapolis, Minnesota November 2009
MBA – Finance specialization
- ST. MARY'S UNIVERSITY OF MINNESOTA, Minneapolis, Minnesota April 2007
Bachelor of Science in Business Administration

TEACHING AND TRAINING EXPERIENCE

- Adjunct Faculty, Southern New Hampshire, New Hampshire 2018 – Present
- Facilitates the course Healthcare Reimbursement HCM 345
 - Submits feedback and grades according to university policy.
 - Administers university policies including plagiarism and student code of conduct issues.
- Full-time and Adjunct Faculty, Bethel University, Tennessee 2015 – Present
- Facilitates the following courses:
 - Healthcare Management HM4501
 - Healthcare Information Management HM4521
 - Human Resource Admin in Healthcare HM4541
 - Healthcare Policy Analysis HM 4531
 - Submits feedback and grades according to university policy.
 - Administers university policies including plagiarism and student code of conduct issues.
 - Participates in committees as requested.
- Adjunct Faculty, Midwestern State University 2014 – Present
- Teaches courses in the graduate-level Health Services Administration Program.
 - Healthcare Organizational Behavior
 - Managerial Epidemiology
 - Healthcare Personnel
 - Health Systems Engineering and Quantitative Methods
 - Healthcare Personnel and Law
 - Health Informatics
 - Submits feedback and grades according to university policy.
 - Administers university policies including plagiarism and student code of conduct issues.
- Associate Faculty, University of Phoenix 2010 – 2016
- Facilitated healthcare, business, economics, and personal finance courses through the Minneapolis Local campus:
 - Submitted feedback and grades according to university policy to include Socratic feedback.
 - Administered university policies including plagiarism and student code of conduct issues.
 - Facilitated Foundations of Personal Finance, FP 101, in the First Year Sequence program through the UoP Online College until Fall of 2013.

TEACHING AND TRAINING EXPERIENCE CONT.

- Revenue Improvement Analyst, Patient Accounting, HPMG Finance - HealthPartners 2007 – 2010
- Conducted all medical group end-user training for Horizon Business Insight.
 - Created reporting metrics for denials, claim edits, A/R, and other financial metrics to support clinic supervisors and practice directors.
 - Taught managers and supervisors how to analyze Monthly Metrics, Scorecard and Practice Management reports to include analysis of claim edits, denials, payment metrics and profit/loss statements.
 - Wrote job aids for departmental tasks and processes resulting in standardized processes including instructions for various CFAR and office processes.
- Business Systems Supervisor, HP Medical Group & Clinics – HealthPartners 2004 – 2007
- Trained all new clerical staff on policies corporate procedures, software, clinic and office processes, patient service recovery, telecommunications and insurance eligibility software.
 - Taught clerks, nurses and providers how to use Epic functionality. Performed ongoing training to all clinic staff as new functionality was rolled out and new processes were developed.
 - Organized and participated as a presenter during monthly clinic staff meetings which included training tools and processes.
 - Planned and implemented training for all building staff on the new Avaya Telecommunications system.
- Quality Assurance Specialist, Transcription – HealthPartners 1996 – 2004
- Trained and mentored work-at-home transcriptionists with transcription, internet, new and existing software and resource tools.
 - Educated employees on audit process and quality improvement opportunities.
 - Wrote job aids for departmental tasks and processes.

PROFESSIONAL EXPERIENCE

- OPTUM BUSINESS INITIATIVES** (A DIVISION OF UNITEDHEALTH GROUP) 07/2018 - PRESENT
- Sr. Project Manager II, Enterprise Capabilities & Services**
- Leads, facilitates, and drives OptumRx and Corporate projects.
 - Facilitates the creation of Cost Benefit Analysis in coordination with the Capital Planning Process
 - Works closely with senior leader stakeholders to problem-solve reporting and project issues.
 - Maintains excellent working relationships with stakeholders to maintain project deliverables.
 - Mentors fellow project managers on project management and leadership fundamentals.
 - Participates in committees including Employee Engagement (formerly Vital Signs), Community of Excellence (CoE).
- UNITEDHEALTHCARE** (A DIVISION OF UNITEDHEALTH GROUP) 07/2016 – 7/2018
- Associate Director, Business Process, Payment Integrity**
- Interim leader and manager for the Strategic Program Business Analyst and Business Process Consultant team.
 - Led and managed the People First Program within Payment Integrity responsible for process improvement and documentation governance for Learning & Development, Culture, and Vital Signs.
 - Led the team accountable for Weekly Payment Integrity Operations reporting and the development of a new database to track weekly financial information for the value streams.
 - Collaborated with peer leaders to develop business goals and metrics.

PROFESSIONAL EXPERIENCE CONT.

- Collaborated with matrix partners and led process improvement initiatives within Business Transformation and Payment Integrity Operations.
- Developed and implemented project management processes, guidelines and standards within the Business Transformation Team.
- Led and owned SharePoint administration for Business Transformation Team and Payment Integrity.
- Organized and facilitated monthly training for the Business Transformation Team.
- Mentored employees in project management fundamentals.

OPTUMHEALTH / SHARED SERVICES (A DIVISION OF UNITEDHEALTH GROUP) 2013 – 2016

Product Development Director/Sr. Project Manager, CSG / Client Implementations

- Managed high-profile, complex, payer client implementation projects to take in client data for risk adjustment services.
- Anticipated customer needs and proactively developed solutions to meet them.
- Served as a key resource and subject matter expert on complex and/or critical issues.
- Solved complex problems and develops innovative solutions.
- Performed complex conceptual analyses.
- Reviewed work performed by others and provided recommendations for improvement.
- Forecasted and planned resource requirements.
- Authorized deviations from standards.
- Led functional and segment teams and projects.

UNITEDHEALTHCARE (A DIVISION OF UNITEDHEALTH GROUP) 2010 – 08/2013

Sr. Project Manager I, UCS Strategy & Business Operations

- Led and facilitated program meetings for the Patient-Centered Medical Home pilot projects.
- Worked closely with network management personnel and clinical consultants to problem-solve reporting and project issues.
- Worked with Procurement, OptumInsight, conveners, and research facilities to deliver data extracts measuring the Patient-Centered Medical Home pilots. This required driving contracting language to ensure that correct data and expectations are fulfilled.
- Maintained excellent working relationships with clinical analytics staff to maintain reporting deliverables.

HEALTHPARTNERS, BLOOMINGTON, MINNESOTA 1996 – 2010

Revenue Improvement Analyst, HPMG Finance / Patient Accounting 2007 – 2010

Business Systems Supervisor – West, Uptown and Ridgedale Clinics 2004 – 2007

PROFESSIONAL CERTIFICATIONS & ASSOCIATIONS

- PROJECT MANAGEMENT PROFESSIONAL (PMP) 2014 TO PRESENT
- PROJECT MANAGEMENT INSTITUTE 2007 TO PRESENT

SOFTWARE EXPERIENCE

- **Epic:** SuperUser in Cadence, Resolute, Prelude, and EpicCare. Clarity reporting using Crystal, experience with ambulatory implementation, end-user training and workflow redesign.

- **McKesson:** Horizon Business Insight – experience with highlight design, end-user training and security administration.
- **Other Software:** Microsoft Outlook, Word, Excel, PowerPoint, Project, Access, Visio, SharePoint. Crystal, PL/SQL, Cognos, Lawson, Tableau.