

Katy C. Hanson, JD PMP

1182 Cordova Green Drive, Cordova, TN 38018 Mobile: 585.705.4317

katychanson@maximus.com

Executive Summary

Extensive experience in operational management of large-scale projects. Passionate about process improvement and the professional development of staff. Record of streamlining processes and successfully working within budgets. Outstanding interpersonal, motivational and presentation skills.

Areas of Expertise

Process Improvement
Performance Management
Team Building and Training

Budgeting and Forecasting
Leadership and Communication
Change Management

Analysis/Decision Making
Client/Customer Satisfaction
Employee Development/Mentoring

Professional Experience

MAXIMUS Federal Services, Inc. Pittsford, NY 2002-2016, July 2019- present

Director of Adjudication, Shared Services 2014-present

- Oversaw large staff (150+) of supervisors, nurses, attorneys and other adjudication employees
- Combined the adjudication departments of five separate projects into one Adjudication Shared Services department to reduce overhead and salary costs by eliminating redundancies
- Developed a cross-training matrix for all adjudication staff to handle volume spikes
- Based on operational data and customer feedback, oversaw resource allocation among multiple projects to meet internal customer staffing needs and external customer requirements
- Ensured adherence to performance management processes for supervisors and adjudication staff including: implementing training plans, monitoring quality and productivity, administering corrective/disciplinary action when necessary, and administering the performance evaluation process
- Coordinated with other shared services functions and internal customers to ensure KPIs were met
- Reviewed and updated all job descriptions to ensure required functions within the adjudication sector were fulfilled
- Had primary responsibility for recruiting and hiring decisions for entire Adjudication Shared Services department
- Monitored functional reporting to ensure all service level agreement metrics were met or exceeded
- Identified risks to performance achievement and developed mitigation strategies
- Facilitated policy, budget and resource negotiations with internal clients
- Served as primary point of contact for Business Process Modeling group for all Adjudication process improvements
- Identified needed updates to processes, documentation and workflows in order to improve efficiency and quality
- Prepared volume and budget forecasts for the Adjudication Shared Services department
- Acted as key stakeholder and participant in internal Change Control Board

Director, Medicare Managed Care Reconsideration Project 2012-2014

- Administered the project contract and provided leadership on all major project activities and deliverables
- Served as primary point of contact with government clients to resolve any issues
- Led regular client meetings; sought opportunities to add value above and beyond competitors
- Ensured all functions, processes, and subcontracts were subject to vigorous and regularly monitored internal controls
- Assumed responsibility for any corrective actions to ensure consistent application of all laws, policies, and regulations
- Oversaw all administrative and operations activities including Mail Operations, Workflow Management, Staffing, Case Adjudication, Training and Quality Assurance, Budget Compliance, and Client Interaction
- Was successful in achieving multiple contract renewals and logical follow-on contract extensions for project
- Achieved excellent governmental customer reviews each year for project performance

Supervisor, Part C QIC 2002-2012

- Supervised a group of eleven adjudicators processing appeals for the Medicare Managed Care program
- Performed workload management, performance monitoring and staff mentoring tasks
- Performed annual reviews for subordinate employees as well as quarterly performance evaluations
- Participated in management meetings and identified areas for improvement

- Participated in proposal creation and bid process for new contracts with clients
- Trained new staff on Medicare case processing and research techniques
- Responsible for quality reviews of appeal decisions for appeals staff
- Was instrumental in developing QICLetter, an automated letter writing software package that improved productivity and quality by 35% among adjudication staff
- Contributed to several cost-saving, efficiency-boosting changes within the program including automated assignment logic creation, batch processing, and drafting glossary text for complicated case decisions
- Drafted updates to policy memoranda, process manuals, and training memos
- Assisted with updates and changes to appeal processing protocols and other ISO documentation

Ropes & Gray LLP, Boston, MA August 2018 to July 2019

Manager, Administrative Support

- Manages the operations of the department including oversight and administration of policies and procedures, prioritization and implementation of department projects and representing the department on cross-functional teams
- Responsible for workload management and overall effectiveness of support functions
- Recruits, retains and develops administrative staff to ensure best in class support to lawyers and other professionals
- Manages performance of department staff including performance review discussions, coaching and mentoring regarding career development, and constructing recommendations for compensation based on performance
- Communicates effectively with attorneys, paralegals, and other administrative staff to ensure support is acceptable and satisfactory. Ensures timely completion of all administrative support work
- Supports new lawyer onboarding and the transition of lawyers leaving the firm. Provides guidance to lawyers and business support on administrative staff utilization
- Identifies problems with productivity or morale and develops solutions with the management team and other departments
- Facilitates administrative teamwork training and other relevant soft skills training
- Develops content and presents training topics to administrative team
- Identifies and analyzes improvement areas relating to people, processes and technology. Develops recommendations for improvement and leads organizational change efforts. Provides leadership for in-house focus groups, pilots and other project-related initiatives. Organizes people, collects feedback and shares output with project teams.

Visiant Health, Southborough, MA January 2017-July 2018

Manager, Claims Operations Medicare BPO

- Managed team in support of department initiatives in cost containment, process, customer service and quality
- Developed hiring plans, interviewed candidates and served as primary decision maker for hiring within department
- Coached staff members on performance, developed performance and mentoring plans
- Resolved inquiries and escalations from clients
- Provided ongoing education and feedback to clients, customers and other parties
- Developed mutual partnerships with other departments allowing for collaboration and better performance
- Developed and oversaw the management of correspondence and other communications
- Identified and reported trends and issues detected and provided issue resolution guidance
- Implemented quality and process improvement initiatives; created policies, procedures, and workflows
- Participated in development of annual departmental budget, monitored budget and identified budget discrepancies
- Balanced workload to optimize the effectiveness of the department

Education

Juris Doctor, 2002
B.S. Paralegal Studies, 1999

University of Baltimore
Stevenson University

Baltimore, MD
Stevenson, MD

Membership and Honors

Licensed Mediator- State of Maryland

CEO Excellence Award- MAXIMUS, Inc. 2012

Project Management Professional (PMP), Project Management Institute, Certification number 1609554