



City of Olympia Advisory Body Application

DEADLINE FOR APPLICATION SUBMISSION

Friday, December 12 at 5:00 PM PST

Advisory Bodies are a structured way for individual community members to share their opinions and perspectives, study issues, and develop recommendations in a focused small group. Their primary purpose is to provide judicious advice, from a community member's perspective, to the Olympia City Council.

Committee activities may include study of critical issues, hearing public testimony, independent research, and reviewing staff reports and recommendations - all of which are intended so that the Advisory Body is prepared to discuss, formulate, and forward well-developed, thoughtful recommendations to the City Council in a timely manner.

The City of Olympia values participation from all perspectives and life experiences and looks for equity and inclusion in advisory board appointments.

To reduce barriers to community member participation, the City offers stipends of \$25 per meeting attended to Advisory Body members. Those members who certify as low income are eligible to receive stipends of \$50 per meeting attended. Advisory Body members may waive the stipend upon request.

The Olympia City Council's Community Livability and Public Safety Committee recommends appointments to the full Council. Recommendations are made following review of applications and interviews of qualified candidates.

All of this careful consideration takes time, please be aware that you will not be notified until February of 2026 of any next steps in the process.

The City of Olympia is committed to the non-discriminatory treatment of all persons in employment and the delivery of services and resources. Questions? Contact Dawn Carvalho, Executive Services Assistant, 360.753.8065, dcarvalh@ci.olympia.wa.us

If you saved or submitted an application and did not receive a confirmation, please check your spam folder. When filed with the City, your application and attachment documents are public records and may be subject to public release.

Name	Marcella Volpintesta
Email	marcellavolpintesta@gmail.com
Primary Phone Number	(253) 753-5772
Address	1716 12TH AVE SW OLYMPIA, WA, 98502

Some appointments require that applicants reside within Olympia city limits. Even though your mailing address may be Olympia, you may reside in the County or another jurisdiction. Are you a resident of the City of Olympia?

Yes

Select your residential area (Olympia residency is not required; however, it is a primary consideration.)

Westside

Which Advisory Body or Advisory Bodies would you like to apply for?

Metropolitan Parks District Advisory Board

Parks and Recreation Advisory Committee

If you are applying for multiple Advisory Bodies, please rank them in order of interest below:

- 1 - Parks and Recreation Advisory Committee
- 2 - Metropolitan Parks District Advisory Board

Interests & Experiences

Please keep answers concise and informative. You are introducing yourself to the Olympia City Council and sharing with them why you are interested in being considered for appointment. You may attach a resume.

Attach a Resume



Marcella Volpintesta - Resume 2025G2.pdf

Briefly describe why you wish to serve on this Advisory Body:

I am seeking appointment to the Parks and Recreation Advisory Committee as my first choice, and the Olympia Metropolitan Park District Advisory Committee as my second choice, because I believe city parks play a vital role in supporting recreation, health, food access, and community connection - and that these priorities can and should coexist.

Through my work with the Southwest Olympia Neighborhood Association (SWONA), particularly on the Food Access & Sustainability Committee, I have seen how parks and park-adjacent spaces can support community gardens, gleaning efforts, and food access programming while also serving as places for play, exercise, and gathering. I am especially interested in how well-designed parks can accommodate a range of uses - from playgrounds and pickleball courts to trails, open lawns, and community spaces - in ways that serve people of different ages, abilities, and interests.

Before moving to Olympia, I lived in Tacoma for over 25 years and experienced the benefits of a strong metropolitan park district firsthand. Tacoma's parks offered a wide mix of amenities, including recreation facilities, playgrounds, trails, environmental education, and food access programs. That experience shaped my understanding of how intentional park planning can support both active recreation and broader community wellbeing, rather than forcing a choice between them.

I am personally drawn to city parks as places for everyday recreation - walking, hiking, and spending time outdoors close to home - as well as gateways to larger state and national park systems. I value stewardship and accessibility, and I am especially interested in ensuring that recreation amenities and park investments reflect the needs of the whole community, including families, seniors, and people who may not otherwise feel welcome in outdoor spaces.

I want to serve on this advisory body to help support a parks and recreation system that balances play, physical activity, food access, environmental care, and inclusive design. I believe parks are most successful when they are flexible, welcoming, and responsive to community needs, and I would be honored to contribute my perspective and experience to that work.

Describe your experience, qualifications, and/or skills which would benefit the Advisory Body you are applying to.

I bring a combination of community-based experience, public-sector analytical expertise, outdoor stewardship, and collaborative decision-making skills that align well with the role of a Parks and Recreation advisory body.

Through my involvement with the Southwest Olympia Neighborhood Association (SWONA), particularly on the Food Access & Sustainability Committee, I have worked on community-led efforts that intersect with parks, public land use, and shared neighborhood spaces. This work requires balancing diverse perspectives, identifying common ground, and thinking holistically about how public spaces can serve recreation, food access, environmental stewardship, and community connection simultaneously. These experiences closely mirror the advisory process of reviewing proposals, weighing tradeoffs, and making thoughtful recommendations.

Professionally, I bring over a decade of experience working in public-sector and healthcare systems, where I regularly analyze complex information, evaluate program impacts, and support data-informed decision-making. In my current role with the Washington State Department of Health, I design and maintain enterprise-level data systems, develop reports and dashboards, and support high-visibility, mission-critical projects. This background has strengthened my ability to review detailed materials, ask clarifying questions, and assess long-term implications - skills that are directly applicable to reviewing park plans, capital investments, and policy recommendations.

Earlier in my career, I worked in fiscal analysis and program management roles with the Washington State Health Care Authority, where I collaborated with leadership, external partners, and legislators on budgeting, forecasting, and program design. That experience has given me a strong appreciation for public accountability, equity considerations, and the importance of aligning limited resources with community priorities.

I also bring lived experience with outdoor recreation and stewardship, including mountaineering and hiking on public lands. Through these activities, I have developed a strong respect for land stewardship, trail maintenance, environmental protection, and safety in shared outdoor spaces. Mountaineering, in particular, has reinforced the importance of preparation, risk awareness, Leave No Trace principles, and respect for natural systems - values that translate directly to thoughtful parks planning, trail design, and long-term land management. This perspective helps me consider how city parks can support both everyday recreation and broader connections to regional, state, and national public lands.

Having lived in Tacoma for over 25 years, I also bring firsthand experience with a metropolitan park district that successfully integrates playgrounds, sports courts, trails, environmental education, and food access programming. That experience informs my understanding of how parks can be designed and managed to support a wide range of recreational uses while remaining inclusive, accessible, and environmentally responsible.

Finally, I bring strong communication and collaboration skills. I am comfortable working in group settings, engaging in respectful dialogue, and contributing constructively to discussions with people who hold differing views. I value public process and transparency, and I am committed to centering community needs while supporting thoughtful, well-reasoned recommendations.

Together, these experiences allow me to contribute a balanced, informed perspective to the advisory body - one that supports recreation, food access, environmental stewardship, and inclusive use of Olympia's parks for the benefit of the entire community.

Share the ways you've been involved or have volunteered in the community.

I have been actively involved in community-based work focused on food access, sustainability, and

neighborhood connection through the Southwest Olympia Neighborhood Association (SWONA) and broader regional partnerships.

Within SWONA, I have participated in the Food Access & Sustainability Committee, supporting efforts that improve access to fresh food and strengthen neighborhood resilience. This work includes collaborating with neighbors, committee members, and partner organizations to explore community gardens, gleaning efforts, food distribution, and the use of shared public or park-adjacent spaces to meet community needs. Through this role, I have been part of conversations that balance food access, recreation, stewardship, and neighborhood use of public spaces, while remaining responsive to local concerns and priorities.

In addition to neighborhood-level work, I have recently been involved with regional food system conversations through the South Sound Food Systems Network. This has included engaging with organizations, advocates, and community members working across jurisdictions to address food insecurity, sustainable food systems, and equitable access to resources. Participating in this broader network has reinforced the importance of collaboration, shared learning, and coordination between local efforts and regional strategies.

My community involvement is grounded in relationship-building and collaboration. I value working across differences, listening to community voices, and contributing in ways that support long-term, inclusive outcomes rather than short-term fixes. Whether at the neighborhood or regional level, I approach volunteer work with a focus on mutual respect, shared responsibility, and practical solutions that strengthen community wellbeing.

Through these experiences, I have developed a strong appreciation for how local government, neighborhood groups, and community networks can work together to support parks, public spaces, and programs that serve diverse needs. I would bring this collaborative, community-centered approach to my service on a City of Olympia advisory body.

List your educational and/or professional background and area of study.

I hold a Bachelor of Arts in Communications with a focus on communications and marketing from the University of Washington Tacoma and an Associate of Arts and Science from Pierce College.

My educational background in communications and marketing informs how I approach public service and collaborative work. It has strengthened my ability to communicate clearly, translate complex information for non-technical audiences, and think strategically about outreach, messaging, and community engagement. These skills are especially relevant in advisory settings that rely on public input, transparency, and effective communication between government and the community.

Professionally, I have extensive experience in public-sector data services and analytics, primarily within Washington state agencies. I currently work at the Washington State Department of Health in a data services role focused on database management, system administration, and reporting infrastructure. My work includes managing enterprise databases, developing and maintaining SSIS packages and reporting systems, supporting system upgrades, managing system access and security, and ensuring the reliability and integrity of data systems that support critical public programs.

Previously, I worked at the Washington State Health Care Authority in fiscal and analytical roles supporting Medicaid finance and hospital reimbursement programs. In these positions, I was directly involved in public financial management activities such as forecasting, budget analysis, program modeling, and evaluating fiscal impacts to support leadership and legislative decision-making. This experience gave me a strong understanding of how public dollars are managed, the importance of accountability, and how data informs policy and operational decisions.

Together, my background in communications and marketing, public financial management, data analytics, and data services allows me to contribute a balanced and practical perspective. I am comfortable engaging in detailed reviews, understanding financial and operational implications, and communicating clearly with both technical and non-technical audiences. I believe this combination of skills would be a strong asset to a City of Olympia advisory body, where thoughtful analysis, collaboration, and clear public communication are essential.

Appointment to an Advisory Body will require your attendance at evening meetings, and undertake other work (reading, meeting preparation etc.). How many hours per month are you willing to commit as a volunteer?

I understand that service on this advisory body includes attending monthly evening meetings, reviewing materials in advance, and participating in additional committee work as needed.

I am willing to commit approximately 25–35 hours per month as a volunteer. This includes:

- 2–3 hours for the regular monthly committee meeting
- 4–10 hours for meeting preparation, including reviewing agendas, staff reports, planning documents, and background materials
- 5–10 hours for committee working groups, follow-up discussions, special projects, or policy and program review outside of regular meetings
- An additional 10–15 hours per month dedicated to community outreach and engagement, including connecting with neighborhood groups, community organizations, and residents to better understand how parks and recreation programs are used and where there may be unmet needs or opportunities for improvement

I view community outreach and preparation as essential to effective advisory work and am committed to investing the time needed to be informed, responsive, and engaged. I am prepared to consistently contribute at this level and to increase my involvement as needed during periods of heightened activity or special initiatives.

Question Applies to the Parks and Recreation Advisory Committee: Describe your interest in and use of parks in Olympia.

My interest in Olympia’s parks is shaped by extensive experience recreating on national and state public lands, including hiking and mountaineering, as well as by a strong desire to bring that same sense of care, stewardship, and belonging closer to home through city parks.

Through outdoor activities such as hiking and mountaineering, I have spent significant time in national and state parks and public lands, where I have developed a deep appreciation for well-maintained trails, thoughtful land management, safety, and environmental stewardship. These experiences have reinforced the importance of preparation, shared responsibility, and long-term planning to protect natural spaces while making them accessible to the public. I carry those values with me when I engage with local parks.

At the city level, I regularly use Olympia’s parks for walking, outdoor recreation, and time spent in nature close to home. I see city parks as essential everyday spaces that allow residents to experience the benefits of being outdoors without needing to travel long distances or have specialized gear. I am especially interested in how Olympia’s parks can support a wide range of uses, from playgrounds and courts to trails, open space, and natural areas, while remaining welcoming to people of all ages, abilities, and backgrounds.

I am motivated by a desire to help bridge the gap between large-scale public lands and neighborhood parks by bringing the values I have learned through outdoor recreation into local decision-making. That includes a focus on stewardship, accessibility, safety, and inclusive design, as well as recognizing how parks can also support broader community needs such as gathering, health, and food access when thoughtfully planned.

Ultimately, I want to help ensure Olympia’s parks reflect both a love of the outdoors and a strong commitment to community wellbeing. City parks have the power to make nature, recreation, and connection part of daily life, and I am passionate about supporting a park system that serves the full spectrum of community needs while protecting the natural character that makes Olympia special.

Question Applies to the Parks and Recreation Advisory Committee: Please describe your interest in recreation (sports leagues, summer camps, classes or trips) in Olympia.

I am interested in Olympia's recreation programs as important tools for promoting health, connection, and equitable access to active opportunities for people of all ages. I value recreation programming not only for the activities themselves, but for how well-designed programs can create welcoming entry points into physical activity, outdoor experiences, and community engagement.

My personal recreation interests center on outdoor activities such as hiking and mountaineering, which has shaped my appreciation for programs that build skills, confidence, and safety over time. From that perspective, I am particularly interested in how city recreation offerings - including classes, youth programs, and guided activities - can help people develop foundational skills, discover new interests, and feel comfortable participating in outdoor and recreational spaces.

I also recognize the importance of structured recreation such as sports leagues, camps, and classes in supporting families, youth, and seniors. These programs provide safe, affordable opportunities for physical activity, social connection, and skill development, and can be especially impactful for households that may not otherwise have access to organized recreation. I am interested in how Olympia's recreation programs are designed, scheduled, and priced to ensure broad accessibility and inclusion.

From an advisory perspective, I am motivated by how recreation programs can complement parks and facilities, activate public spaces, and respond to community needs. I am especially interested in programs that emphasize inclusivity, adaptability for different abilities, and opportunities to engage residents who may not traditionally participate in organized recreation.

Overall, my interest in Olympia's recreation programs is grounded in a belief that recreation should be accessible, welcoming, and reflective of the community it serves. I would bring a thoughtful, community-centered lens to discussions about sports leagues, camps, classes, and trips, with a focus on ensuring programs support healthy activity, skill-building, and connection for all residents.

Question Applies to the Parks and Recreation Advisory Committee: What particular perspectives or skills would you bring to the Parks and Recreation Advisory Committee?

I would bring a well-rounded perspective that combines community-based experience, strong analytical and data-informed thinking, communications-centered public engagement, and public financial management.

My background in communications and marketing shapes how I engage with public process and community input. I am attentive to how information is shared, how programs and decisions are communicated, and whether messaging is accessible, inclusive, and responsive to community needs. This perspective is especially valuable for a committee that helps bridge city staff, policy decisions, and the public.

I also bring experience in public-sector data services, analytics, and fiscal analysis. My professional work includes supporting public financial management through forecasting, budget analysis, program modeling, and evaluation of fiscal impacts, as well as working with enterprise data systems and reporting infrastructure. This allows me to engage thoughtfully with topics such as capital investments, maintenance planning, program evaluation, and long-term sustainability, and to ask questions that help clarify tradeoffs and responsible use of public resources.

In addition, I bring a strong stewardship and recreation lens informed by extensive experience on national and state public lands through hiking and mountaineering. These experiences reinforce the importance of safety, accessibility, environmental care, and long-term maintenance. I am particularly interested in how these values can be applied at the city level to support parks that are both actively used and thoughtfully protected.

Finally, my involvement in neighborhood and regional food access efforts has given me experience working collaboratively across diverse perspectives and priorities. I am comfortable navigating competing interests and finding ways to integrate recreation, community use, stewardship, equity, and fiscal responsibility into cohesive recommendations.

Together, these perspectives allow me to contribute as a thoughtful, prepared, and collaborative advisory committee member. I would bring a balanced approach that values recreation and play, protects natural resources, responsibly stewards public funds, and centers community needs, with the goal of helping Olympia's parks and recreation system continue to serve the full spectrum of residents.

Question Applies to the Metropolitan Park District Advisory Committee: Describe any experience you have in budgeting, accounting or parks-related finance that may benefit this advisory committee.

I bring extensive experience in public-sector budgeting, fiscal analysis, and financial oversight that would be directly relevant to service on the Metropolitan Park District Advisory Committee.

Earlier in my career, I worked in fiscal and analytical roles with the Washington State Health Care Authority, where I supported public financial management for large, complex programs. My responsibilities included budget analysis, forecasting, program modeling, and evaluating fiscal impacts to support leadership and legislative decision-making. This work required careful stewardship of public funds, clear documentation, and an understanding of how financial decisions affect service delivery and long-term sustainability.

In addition to fiscal analysis, my professional background includes extensive experience working with data systems and reporting infrastructure at the Washington State Department of Health. In my current role, I support enterprise data services, including database management, reporting systems, and data integrity for mission-critical programs. This experience strengthens my ability to assess financial and operational data, understand cost drivers, and evaluate performance metrics - skills that are valuable when reviewing budgets, capital investments, and ongoing maintenance costs for parks and recreation assets.

While my professional experience is not specific to parks finance, the principles of public budgeting, accountability, and long-term asset stewardship are directly transferable. I am comfortable reviewing financial documents, asking informed questions, and considering tradeoffs between capital investments, operating costs, and community priorities.

Overall, my experience in public financial management, analytics, and data-informed decision-making would allow me to contribute meaningfully to discussions about budgeting, financial sustainability, and responsible stewardship of park district resources.

If you are not appointed to the Advisory Body you applied for:

Do you wish to be considered for appointment to another Advisory Body?

No

Thank you for your interest in serving on a City of Olympia Advisory Body!

Please hit the "Submit" button below when you have completed your application .

Marcella Volpintesta

(253) 753-5772

marcellavolpintesta@gmail.com

- Results-oriented IT professional with extensive experience in SQL Server Database Administration, advanced SQL querying, and database optimization. Expertise in designing, implementing, and maintaining enterprise-level applications using SQL Server (T-SQL, SSRS, SSIS), .NET Framework, and Visual Studio to deliver high-performing, scalable solutions.
- Skilled in analyzing and managing large datasets, writing complex queries, and performing database utility functions, including creation, configuration, optimization, and maintenance, while ensuring data integrity, security, and compliance with organizational policies and industry standards.
- Demonstrated expertise in developing IT policies, procedures, and standards, including documentation and implementation, to align with organizational objectives and ensure compliance with regulatory requirements. Proven success in IT risk management and resource allocation for mission-critical projects.
- Proficient in business process improvement and IT governance, with a strong background in process modeling, vendor management, and disaster recovery planning to ensure operational continuity and system resilience.
- Proven ability to lead cross-functional teams and collaborate with leadership to implement strategic initiatives, including developing disaster recovery plans, continuity of operations plans (COOP), and IT security policies.
- Experienced in managing contracts and vendor relationships, including negotiation, compliance monitoring, and policy development, ensuring adherence to contracting laws and procurement standards.
- Adept at applying advanced data analysis techniques, developing logical and physical data models, and creating dashboards and reports using Power BI, Tableau, and SQL Server Reporting Services to support data-driven decision-making.
- Recognized for developing and maintaining IT processes, policies, and governance frameworks that enhance operational efficiency and support organizational goals.
- Extensive technical proficiency, including expertise in SQL Server Management Studio, Azure, Visual Studio, Tableau, Power BI, Power Automate, and Microsoft Office 365. Experienced in project management and Agile methodologies to ensure successful project delivery and continuous improvement.
- Broad knowledge of enterprise systems and tools, including Salesforce, WHALES, EPIC, Drupal, 3M, On-base, Cerner Millennium (ACIS) – PowerChart, McKesson HBOC Star, PCON, CMS Pricer, Sharepoint, Service Now, Emptoris, Amisys, Microstrategy, Golden, AWD, CRM, Portico, TruCare, ADP eTIME, Crystal Reports, and Final Cut Pro.

Education

Bachelor of Arts and Sciences <i>University of Washington, Tacoma, Washington</i>	2005
Associate of Arts and Science <i>Pierce College, Lakewood, Washington</i>	2003

Career History

IT Data Technical Specialist <i>Washington Department of Health, Office of Innovation & Technology</i>	2021-Present
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- Designed, developed, and maintained enterprise-level and complex organizational databases using SQL Server 2012/2019.
- Built, deployed, and maintained SSRS reports, Microsoft SQL Integration Services solutions (SSIS) packages, and data pipelines to support high-visibility and mission-critical projects.
- Directed system upgrades and modernization efforts, ensuring seamless integration with emerging technologies and maintaining system compatibility.
- Managed Tableau Server infrastructure and supported data visualization and reporting needs across multiple teams.
- Applied Agile practices for iterative development and addressed security protocols and SDLC best practices.
- Configured and maintained robust data systems, encompassing the design, creation, and maintenance of reports and automated scripts.

- Implemented system upgrades, ensuring maximum system availability, enhanced performance, and smooth technology integration.
- Executed daily database maintenance, monitoring, and performance tuning tasks, guaranteeing system reliability and efficiency for enterprise operations.
- Performed enterprise-level SQL Data Administration using SQL Server Management Studio 2012/2014/2016/2019.
- Delivered expertise in data architecture, data analysis, modeling, reporting, pipeline development, and database administration.
- Hands-on experience with installing, configuring, and upgrading a variety of critical systems such as Tableau Server, Salesforce, SQL Server Management Studio, and WHALES, across environments.
- Supported and administered Tableau infrastructure, including security policies, installation, and server configuration.
- Experienced in Server Backup, Restoration, and implementing Disaster Recovery Plans to safeguard critical data assets.
- Assisted with Windows Server configuration and management to optimize SQL Server Management Studio performance and deployment.
- Submitted and managed firewall rule tickets for new servers to ensure secure and seamless team access across devices.
- Led the upgrade of SQL Server Management Studio from 2014 to 2019 across 80+ servers in QA, DEV, and PROD environments, coordinating with multiple teams and ensuring timely resolution of technical issues.
- Created Active Directory (AD) groups for 80+ servers and 1,200+ databases, managing user permissions and enforcing data security protocols.
- Registered new servers on Central Management Servers and created automated processes to enhance database functionality and reliability.
- Offboarded users leaving the agency to maintain security by revoking database and server access.
- Created reports in ServiceCentral and worked on submitted tickets, writing T-SQL queries for data retrieval and cleanup.
- Developed new and updated preexisting reports in Microsoft SQL Reporting Services (SSRS), ensuring access and functionality for end-users.
- Created and managed databases for various departments across testing, development, and production environments, tailoring configurations to specific departmental needs.
- Processed and executed data change requests, maintaining data accuracy and consistency.
- Managed MFT accounts for internal teams and external vendors, monitoring security credentials and ensuring secure file transfers.
- Performed WHALES upgrades in testing and production environments, coordinating after-hours deployments to minimize operational impact.
- Authored detailed user guides for team members and other departments, providing step-by-step documentation for operational continuity.
- Created and maintained user guides for tasks, enabling effective cross-coverage and team collaboration.
- Performed and managed daily database maintenance, monitoring and optimizing system performance to meet organizational needs.

Fiscal Information & Data Analyst

2018-2021

Washington State Health Care Authority, Financial Services Division – Medicaid Rates Section

- Developed ETL processes and database models to support Medicaid financial forecasting.
- Delivered actionable insights using Power BI and SQL-based reporting tools.
- Ensured data integrity and compliance with security and privacy standards.
- Collaborated with stakeholders to align solutions with business and technical needs.
- Served as the liaison and lead analyst for forecast workgroup meetings, between HCA, OFM, and legislative staff, involving research and analysis of service utilization, clinical outcomes, legislative fiscal impacts, and expenditures for financial forecasting.
- Extracted data from various enterprise SQL Server and PL SQL databases, utilizing Excel Power Query reporting tools for complex financial analyses.
- Developed ETL database models and created dimensions for database warehouses to facilitate efficient reporting and modeling.
- Collaborate with senior management to determine functionality requirements, resolve data quality issues, and improve source data quality and data collection processes.
- Experience pulling data from AFRS/Enterprise Reporting and applying ETL procedures to incorporate expenditure and allotment data into a relational database.
- Perform quality assurance reviews to ensure appropriateness, validity, and completeness of financial data/information.

- Performs data abstracting and analysis in conjunction with internal and external data system relating to comprehensive healthcare data sets.
- Maintains a working knowledge of various health databases and applicable data query and manipulation tools including inpatient, outpatient, emergency department, licensure, and hospital financial databases.
- Led and managed development, implementation, and maintenance of financial reporting, modeling, and data systems infrastructure related to Medicaid finance and rates.
- Provided complex financial analysis and modeling for decision packages considered by senior management and legislature.
- Tracked allotments, conducted departmental budget reviews, and analyzed trends to guide strategic financial decisions.
- Retrieves, interprets, and report data and information as requested by individuals, public and private entities, and agency staff.

Inpatient Rates Program Manager

2016-2018

Washington State Health Care Authority, Financial Services Division – Hospital Finance

- Translated clinical data requests into financial requirements, reviewed functional specifications and design documents for compliance with business requirements.
- Collaborated with data analysts on SQL query review and validation.
- Submitted system changes to OMSD/ProviderOne.
- Identified outdated program processes and updated to better streamline steps to reduce redundancies.
- Produced data extracts for both external and internal customers, which included the incorporation of claim reimbursement calculations using nesting formulas.
- Communicate provider changes to provider enrollment team and OMSD via ProviderOne help ticketing system – ensuring the availability of the most up-to-date data for claims processing.
- Manage all WAC's and SPA's related to program and updated external facing program materials via Drupal.

Senior Contract Implementation Analyst, Centene Corporation – Coordinated Care

2014-2016

- Tested contract implementation and configuration, including User Acceptance Testing (UAT), Change Requests (CRs), to ensure system accurately reflect providers negotiated contract terms.
- Troubleshoot and remedied system configuration issues.
- Reviewed provider contracts, established state guidelines, assessed risk, and assigned pay classes based on contract language.
- Assessed the need for system enhancements and/or business process change.
- Created and tested CRs, updated Configuration Tracker, reviewed First Signature Reports, and assigned Contract Effective Date for all contracts.
- Provided status reports on testing activities to internal teams and other stakeholders.
- Reviewed HCA websites for benefit, provider guides, and fee schedule changes – ensuring that CRs were implemented and tested within the system to provide proper claim adjudication.
- Performed provider setup audits within system to ensure accurate contract implementation and subsequent claims processing – ensuring claims paid systematically with little to no manual intervention.
- Trained other team members on department processes and duties.

Contract Reimbursement Specialist, Catholic Health Initiatives

2011-2014

- Reviewed third-party payor contracts and participated in system testing, auditing, and validation of contract management system databases.
- Identified and corrected billing issues, maintained documentation for appeals, and reviewed past claims for underpayments.
- Coordinated with Clinical Resource Center and generated appeals for inappropriately denied claims.
- Managed and Identified claim overpayments and triaged to refund department.
- Training new department staff on EPIC, Cerner (ACIS), Citrix, ACE, PCON and other Revenue Cycle systems.
- Developed steps to reduce financial waste within the department.

Financial Access Counselor, Franciscan Health System

2009-2011

- Prepared patient accounts for billing which included collecting insurance information for eligibility of benefits, obtained pre-certification and authorization.
- Provided patients with quotes on cost of services and payment arrangements.
- Coordinated and collaborated with Utilization Review, Case Management, Social Services personnel, physician offices, payors, to obtain pre-certification and medical necessity information to maximize insurance reimbursement for services rendered.

- Researched CPT codes for patients' future procedures when not listed in account.
- Researched old accounts that may have been denied due to incorrect coding/billing errors, to remedy bad debt and to optimize max allowable/covered costs by insurance.

Pre-Registrar/Lead, Franciscan Health System

2007-2009

- Collected patient demographic and financial information for pre-registration via various channels.
- Researched patient appointment information via various systems.
- Managed patient inquiries, ensured compliance with HIPAA guidelines, and directed inquiries to appropriate hospital resources.
- Served as acting supervisor in absence of management, assigning daily tasks to department members.

References

- | | | |
|----|--|---|
| 1. | Jean Bui
ERB Deputy Director
Health Care Authority
(360) 725-1357 | Relationship: Former Section Manager |
| 2. | Grant Stromsdorfer
IT Application Development – Senior Specialist
Health Care Authority
(360) 725-1678 | Relationship: Former Supervisor |
| 3. | Megan Atkinson
Assistant Director Financial Services &
Healthcare Purchasing
Health Care Authority
(360) 725-1222 | Relationship: Former Division Director |
| 4. | Steve Schramm
CFO
MultiCare Health System
(253) 691-7134 | Relationship: Former Supervisor |
| 5. | Julie Nelson
Senior Director, ERC
UW Medicine
(253) 381-6808 | Relationship: Former Unit Manager |
| 6. | Jesse Giulio
Director of Claims & Contract Support Services
Coordinated Care Corporation
(406) 498-6868 | Relationship: Former Supervisor |