**4511 Ovid Avenue**

**Ashley M. McGuire**

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**Professional Summary**

A results-driven individual with strong organizational, leadership and communication skills that is passionate about improving the quality of life and quality of healthcare available to all. Proven track record of working collaboratively with internal and external partners, leading successful teams and identifying process improvements to enhance business functions. Extensive knowledge of and experience applying Iowa Medicaid guidelines and policies to managed care activities.

**Work Experience**

**UnitedHealthcare Community Plan, *West Des Moines, IA***

**Associate Director, Provider Services November 2016 – Present**

* Oversee and manage the Home- and Community-Based Services (HCBS) waiver provider network
* Responsible for the relationship management with the HCBS provider associations
* Manage 12 office- and field-based staff to ensure the United culture is upheld and providers’ needs are met
* Represent the Health Plan at key stakeholder events including the MAAC committee, DHS Council Meetings and State Annual Provider Trainings
* Ensure network access and standards compliance with State contractual and EQRO/NCQA requirements

**Business Process Consultant November 2015 – November 2016**

* Achieved operational excellence around claims, call center, and enrollment to ensure a noiseless implementation
* Ensured benefit and claims systems are configured in accordance to contractual, State and CMS policies
* Coordinated with network and clinical teams to educate providers and ensure members’ needs are met
* Documented end-to-end operational processes
* Created and maintained the Health Plan Business Continuity Plan; Ensured staff are educated and understand their role in recovery efforts

**Meridian Health Plan of Iowa, *Des Moines, IA* May 2012 – November 2015**

**Manager of Network Development November 2014 – November 2015**

* Collaborated to prepare bid proposal and strategized to meet statewide access standards for Iowa High Quality Healthcare Initiative RFP
* Created a comprehensive, educated provider network for Medicaid and Medicare managed care networks
* Managed 6 field-based staff to ensure the Meridian factor was upheld and providers’ needs were met
* Resolved provider complaints/appeals, including escalated claims issues and member grievances regarding provider quality of care, jointly with internal staff and ensured regulatory timeframes were upheld
* Developed and distributed provider education information such as the provider manual, bulletins, newsletters, and quality improvement education flyers

**Provider Network Development Representative July 2013 – November 2014**

* Completed office visits to all contracted PCP and OB/GYN offices in assigned territory monthly and all contracted hospitals and specialist offices quarterly
* Coordinated the contracting process for potential providers, including prospecting, negotiation, credentialing, and orientation
* Strategized with clinics and hospitals to maximize potential provider HEDIS bonus incentive payments
* Managed the onboarding process of adding the Mercy Health Network and University of Iowa providers to the Meridian network which resulted in the addition of over 1,700 new providers
* Managed all updates and changes to provider status for the delegated credentialing entities within territory

**Quality Improvement Coordinator May 2012 – July 2013**

* Project Manager, quarterly Member Advisory Committee
* Developed and monitored state Performance Improvement Projects (PIPs)
* Abstracted HEDIS by reviewing medical records and historical claims data for HEDIS hits not captured through claims data in order to meet NCQA’s quality and service performance measures
* Implemented Disease Management program for chronic conditions including diabetes, asthma, CVD, and COPD
* Prepared weekly, monthly & quarterly quality and utilization management reports

**HOME Plus Study, University of Minnesota, *Minneapolis, MN***

**Evaluation Specialist July 2011 – May 2012**

* Developed parent and child process evaluation surveys and protocol for NDSR 24-hour dietary recall collection, data cleaning, editing and entry and for the Family Meal Screen evaluation instrument
* Collected baseline information from 40 parent-child pairs via 2-hour visits to participant’s homes

**Healthy Eating Research, Robert Wood Johnson Foundation, University of Minnesota, *Minneapolis, MN***

**Graduate Research Assistant May 2011 – February 2012**

* Prepared invoices and statement of work documents for contract employees
* Assisted with preparation and implementation of annual grant review meeting and annual conference
* Completed literature reviews for commissioned papers on topics related to childhood obesity prevention

**Project EAT (Eating Among Teens), University of Minnesota, *Minneapolis, MN***

**Graduate Research Assistant September 2010 – May 2011**

* Master’s Project Thesis: A Content Analysis of Weight Stigma in Popular TV Programming for Adolescents
* Developed and validated a coding instrument used to analyze favorite television programs of adolescents for content related to character demographics, nutrition, physical activity, teasing and dieting
* Managed a 3 person team during analysis of television programs

**Community Involvement**

**Young Variety of Iowa 2015 – Present**

* At-Large Board Member 2016 – Present
* Membership Committee 2015

**Community Youth Concepts**

* Committee member, Annual Spotlight on Service Event **2016 - Present** 2014

**Leadership, Education & Advancement Pipeline (LEAP) Program 2015**

**Friends of St. Jude 2014 - 2015**

* Silent Auction Committee Chair, St. Jude Give Hope Gala 2015
* Committee member, St. Jude Give Hope Gala 2014

**Girls on the Run 2012**

Assistant Coach, Edgerton Elementary School*, Maplewood, MN*

* Served as a role model and mentor for preteen girls as they worked towards developing self-respect and healthy lifestyles through running

**Topics in Global Health: Haiti, the Evolution of Disaster 2010**

* Traveled to Haiti to assist the grassroots organization *Konpay* address children’s physical and mental health needs, potable water resources, and community gardening needs

**Delta Delta Delta sorority**

* Des Moines Area Alumni Association
* Vice President of Public Relations
* Academic Development Chair

**Awards / Recognition**

**Ruth Stief Research Assistant Award Recipient September 2010**

* University of Minnesota School of Public Health, Epidemiology and Community Health

**C. Pauline Spencer Scholarship Recipient May 2009**

* University of Iowa Department of Health & Sports Studies

**Publications**

Eisenberg ME, **Carlson-McGuire A**, Gollust S, Neumark-Sztainer D (2014). A content analysis of weight stigmatization in popular television programming for adolescents. International Journal of Eating Disorders.

**Education**

**MPH Nutrition** May 2012

University of Minnesota, Minneapolis, MN GPA: 3.89/4.00

**BA Health & Sport Studies (Health Promotion) Minor: Global Health Studies** May 2010

University of Iowa, Iowa City, IA GPA: 3.60/4.00