



Healthcare operations, Medicaid and Medicare program administration, and technology and business process transformation

Ellen.Abshire@operandas.com www.linkedin.com/in/ellen-abshire

About Ellen Abshire

Ellen Abshire, founder and Managing Director of Operandas Consulting LLC, is a resourceful leader and problem-solver who uses 30 years of commercial, Medicaid, and Medicare experience to help clients identify and address operational risk, successfully administer government healthcare products, and prepare for and execute change.

Ellen is a trusted executive advisor who seamlessly integrates with client and project teams. She blends hands-on industry experience with classic management consulting skills and deep subject matter expertise to help clients meet their strategic and tactical goals.

Professional Highlights

- Helped a regional payer achieve a 100% cycle time reduction in provider onboarding through process reengineering
- Led a successful migration of 350,000 lives to a new proprietary Medicare Part D platform
- Designed and implemented a cash management solution that helped a payer resolve a \$26M monthly backlog in unresolved cash receipts
- Conducted a readiness assessment for a Third Party Administrator and provided actionable recommendations that enabled them to successfully onboard their first Medicare Advantage client
- Provided advisory services and authored multiple proposal sections to assist a regional payer with their first successful Medicaid Managed Care bid

Work History

- Senior Principal, West Monroe
- Managing Director, Operandas Consulting LLC
- Operations Director, Cigna
- Consultant Manager, Diamond Management & Technology
- Consultant Manager, Accenture
- Provider Relations Manager, EDS

Consulting Services

Management Consulting

- Operational and Functional Assessments
- Readiness Assessments (new markets/products)
- Roadmap Design and Implementation Support
- Business Case Development
- Build/Buy Analysis

Technology and Business Transformation

- Business Rules Development
- Proxy Business/Program Owner
- Requirements/User Story Development
- Technology and Business Liaison
- User Acceptance Testing

Organizational Change Management

- Change Management Strategy
- Organizational Assessment
- Roles and Responsibilities Definition
- Operational Readiness
- Interim Operations Management

Procurement and Vendor Services

- RFX Development and Support
- Vendor/Third Party Selection and Assessment
- Proposal Writing and Evaluation
- Medicare Advantage Bid Cycle Management

Regulatory Compliance

- Corrective Action Plan Remediation Support
- Policy and Procedure Assessment
- Audit Support
- Compliance Project Support
- Advisory Services – Impact Assessment

Program/Project Management

- Risk and Scope Management
- Product/Client Implementation
- Migration Planning and Management
- Vendor/Technology Partner Management