

# Christie L. McDevitt

**PHILADELPHIA/BALTIMORE REGION**  
(+ ABILITY TO RELOCATE)

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## PROFICIENCIES

*Empowerment Style Leadership for up to 9 SVP / Director Level Leaders & ~1,700 FTE's (Managers-Frontline)*

- CEO/CAO/COO Executive Slide Decks
- Quarterly Business Reviews
- Red/Amber/Green Reporting (RAG)
- Filtered Tableau Analytics
- AI Prompt Engineering
- Process Improvement Strategies
- Low-Cost/High-Impact Solutioning
- Complex & Creative Problem-Solving
- Data Storytelling & Trend Analysis
- Performance Evaluations
- "The Last 8%" Communication Approach
- Cross-functional Communication  
(Vertical & Lateral)
- Large Venue Public Speaking
- Risk Management/Controls
- Associate Training & Development
- Digital Internal Newsletters
- Project Management

## EDUCATION

**GOLDEY-BEACOM COLLEGE / 2010**  
Bachelor of Science, Business Administration  
Magna Cum Laude (3.97 GPA)

- TEDx featured Alumni Speaker  
"Women in Business"
- Academic Achievement Award
- Marketing Award
- Alpha Chi National Honor Society
- Acceptance into MBA program

## ELEVANCE HEALTH FORTUNE 25 COMPANY

**Senior Business Change Management / March 2023 - Current**

*Direct Report to VP Government Health Claims Payment Operations*

- COO/CAO Governance files to capture monthly, quarterly, and YTD assessments of Goals, Compliance, Production, Interest & Penalties, Vendors, Human Resources, and People Strategies:
  - External State/Regional Service Level Contract Compliance
  - Auto Adjudication Rate (Digitization)
  - Quality Assurance (Claims Financial & Payment Accuracy)
  - Inventory Volume
  - Claims Timeliness (Within 30 days, 30+ days, 91+ days)
  - Dispute Rate & Provider Satisfaction Score
  - Adjustment Rate (End-to-End & Controllable)
  - Production Effectiveness
  - Attrition / Productivity / Hybrid Adherence / DEI Ratios
- Cascading Goal Tracking with single-initiative budget savings up to \$3.6M (digitization of First Time/Original Claims)
- Responsible for collective Enterprise, Executive, Director, Managerial, and Operational communication for ~1,700 FTE's & 200M+ Health Claims processed across 2 Lines of Business
- Leadership Offsites (Nashville, Atlanta, Tampa)
- Host and main speaker of Quarterly All Associate Town Halls (1,000+ viewership)
- Pioneered Medicaid/Medicare KPI Dashboards that expedited the speed of operational reporting metrics by 29.5%
- Established unified Sources of Truth with clearly identified logic and data filters to align technical metrics with Analytics dashboards
- External facing publications targeted at Plan Presidents, Health Plans, and Business Partners
- Champion for Associate Culture & Community Engagement
- Established Manager+ mentorship opportunities for Public Speaking, Executive Storytelling & Presentation Design for 12 Associates

## BUSINESS MANAGEMENT

**Independent Consultant & Strategist / June 2012 - March 2023**

*Healthcare industry experience with outpatient Radiology, Bariatric Surgery, Orthopedic Surgery, Health & Fitness, Surgical Billing, Medical Marketing Expositions, Customer Service & Medical Call Centers*

- Event Coordination & Marketing (up to 3,000 onsite attendees)
- Overhead Reduction Strategies (up to 57% reduction in fixed costs, 30% reduction in operating expenses)
- Gross Product Sale growth up to 210% in single FY
- Digitization of EMR and patient intake processes for improved workflow & expedited triage
- Reputation Management & Press Releases