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Former position:
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While I knew of UnitedHealth Group and UnitedHealthcare, I really wasn't familiar with Optum and the work they did prior to the announcement of the transition. I became very excited about all of the potential career development and growth opportunities within the organization.

When John Muir Health contracted with Optum to manage its nonclinical services – including information technology, revenue cycle, risk operations, care coordination and analytics – some changes were inevitable.

As part of a 10-year partnership, about 530 employees transitioned to Optum. Here's one employee's transition story.

Before the partnership

Prior to the transition, I was the manager of the Configuration Department under the Risk Operations Tower (a team of five configuration analysts working eligibility, benefits and provider contract builds).

With the transition, we had a claims manager who retired and I picked up her team as well, becoming the manager of Claims and Configuration. Had we not moved to Optum, I most likely would not have had room to grow in the part of the organization I was in.

Partnerships concerns

My first concern with moving to Optum was what the culture might be like in such a large organization. I was encouraged by the emphasis the transition team put on the similar cultures between Optum and John Muir Health – and the culture trainings and workshops we attended to ensure a smooth transition.

My second concern was whether it would be difficult to navigate such a large organization. Having a dedicated HR business partner who came over from John Muir helped tremendously in this effort. We also had a very strong transition support team that helped us identify best practices and areas for standardization. This really helped us build connections and relationships within Optum.



Why I value working for Optum

- Ability to take advantage of being part of a Fortune 500 company's career development opportunities
- Ability to work remotely with my whole team
- Participating in the Emerging Leaders Program in the first year of the transition

During the transition

I really didn't come over to Optum with any sort of impressions. After learning about Optum and becoming part of the organization, it's interesting how much my family and I have become aware of all the work that Optum performs – and how they impact many areas of the patient experience.

Some of the most helpful aspects of the transition were the regular calls that we had with HR and the transition team to keep us informed of the timing, requirements for transition and messaging for our teams. Immediately following the transition, it was very helpful having the support of our transition leads and their teams in reviewing our processes, tightening up documentation, policy and procedures, and training.

Moving to a work-from-home environment was a big change, and it's been extremely positive for the team. While we don't have as much face-to-face time, the implementation of daily huddles has improved team dynamics by providing clarity in roles and responsibilities.

After the transition

My career has evolved quite rapidly since joining Optum. Within a year after our transition, my director moved to a larger role within Optum and I became his successor – moving from a manager role to an associate director role.

For the first year of my transition, I was part of the Employee Community Council, acting in a co-chair capacity and leading the committee toward the end of that year. There's also a lot more availability to take advantage of career development opportunities, such as webinars related to career growth and tools like My Career Profile. I've really taken advantage of these programs and offerings.

Advice for employees and organizations starting a new partnership with Optum

I would encourage them to lean in to the change. Embrace the opportunities that are out there for employees, and find out how their skills and abilities can benefit themselves and the organization best.

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Being able to work remotely has cut my commute time and allowed me to spend more time with family, focus on staying active and healthy, and have a strong work-life balance. I look forward to seeing how the partnership between JMH and Optum evolves and how I can make an impact.



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