



## Lauren Calhoun

Business Office Manager  
Hospital Billing  
Optum

*Former position:*  
Supervisor of Hospital Billing,  
Owensboro Health



*That teamwork is so ingrained in Optum best practices that we had a template to follow, making it simpler.*

Owensboro Health and Optum have collaborated to create new opportunities for employees and enhance patient care. One employee shares her perspective on joining the Optum family and the drive to become better every day.

### **Before the transition: A community-centric perspective**

As the supervisor of hospital billing for Owensboro Health, I led a dedicated team of 16 individuals handling billing, denials and credits for our largest facility. Deeply rooted in my community, I had concerns about how a large multinational corporation like Optum would impact our workplace culture and the broader community. Owensboro Health has always been a beacon of health advocacy in Western Kentucky, and I worried that this legacy might be at risk.

### **A seamless transition: Collaboration and support**

The day the transition was announced, it was difficult for employees. However, the transition process was remarkably smooth, with a significant on-site presence from the Optum team. They provided comprehensive written resources and change management guides, along with forums and opportunities to become Change Champions.

### **New horizons: Professional growth and meaningful engagement**

Since the transition, I've not only advanced professionally but also engaged in new and meaningful ways. I co-facilitated a coffee chat about the arts in health care, planned volunteer outings, and represented Optum at local events. These opportunities were unavailable in my previous role. Moreover, we embarked on a project to consolidate billing operations for all three hospitals. While initially daunting, the support from my team was instrumental in my growth. Recently, I was promoted to a managerial role, a testament to the opportunities Optum provides.



### **Why I value working for Optum**

- Professional growth
- Supportive work environment
- Community engagement
- Personal health and wellness

## Empowering employees: Impactful engagement programs

Optum employee engagement programs have been incredibly impactful. The donation matches and volunteerism grants allow me to double my community impact, which is immensely gratifying. Additionally, through Optum employee benefits, I enrolled in a medical weight loss program where I discovered I have type 2 diabetes. Now, I'm working with a dedicated team to manage this condition effectively.

## Community impact: Ensuring a healthy future

As someone deeply committed to my community, I was initially concerned about the arrival of Optum and the potential impact on our workplace culture and community. Owensboro Health has always been a strong advocate for local health, and I worried Optum might not align with this mission.

However, Optum has proven me wrong. They've shown dedication to community outreach and investment, following Owensboro Health's lead. Through programs like donation matching and volunteerism grants, Optum empowers employees to have a greater community impact, enhancing the region's positive influence.

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*With Optum, I am helping to give Owensboro Health its best chance to be around for our community for years to come.*

**- Lauren Calhoun**

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