



## Tanya Mullis

Manager  
Operations Project Manager  
Optum

*Former position:*  
Operations Project Specialist  
Northern Light Health

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*One of my primary concerns during the transition was the potential for drastic changes in our leadership and reporting structure.*

The supportive and transparent environment at Optum facilitated Tanya's growth and development, as she was promoted to operations project manager. The transition was a positive and impactful experience for her career.

### Before the transition

As an operations project specialist at Northern Light Health, my role was dynamic and multifaceted. I was deeply involved in implementing new service locations and making changes to existing ones. My responsibilities included assisting with billing logic, reviewing potential issues with charges and correcting them. I also played a crucial role in gathering data and conducting analysis for denial prevention, as well as implementing new vendors.

One of my primary concerns during the transition was the potential for drastic changes in our leadership and reporting structure. However, this concern was quickly addressed, and I was assured that the reporting structure would remain unchanged in the immediate future. This reassurance helped alleviate some of my initial anxieties.

### Transparency during the transition

The transition process was marked by exceptional transparency and support. Frequent meetings and communication from Optum HR were incredibly beneficial, providing a steady flow of information and addressing any concerns that arose. The engagement and assistance from various Change Champions were invaluable. While the initial influx of information could seem overwhelming and confusing, patience and open communication were key. Optum was receptive to hearing and addressing our concerns, which made the transition smoother and more collaborative.



### Why I value working for Optum

- Transparent communication
- Supportive environment
- Career advancement
- Leadership opportunities

## Career growth and opportunities

In October 2023, I was promoted to the role of operations project manager. This new opportunity was particularly appealing to me because I enjoy working as a leader within a team. It allows me to mentor others and help them achieve their professional goals, fostering a sense of satisfaction and accomplishment in our daily work.

This promotion not only signifies professional growth but also underscores the Optum commitment to nurturing talent and providing opportunities for advancement. The supportive environment at Optum has enabled me to take on new challenges and continue to grow in my career.

## Reflections on the journey

Looking back on my transition journey, I am grateful for the transparency, support and opportunities that Optum has provided. The company's commitment to open communication and employee development has made this transition not just a change, but a transformative experience. I am excited about the future and the continued growth and impact I can have within Optum and the broader community.

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*Though initially overwhelming, patience and open communication were vital. Optum's responsiveness to our concerns eased the transition.*

**- Tanya Mullis**



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