

Jennifer K. Chancellor

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Professional Summary

Skilled and compassionate Behavioral Health Contract Manager for the Washington State Health Care Authority with over 15 years progressive experience in health care and Medicaid. Grounded and solution oriented professional with strong leadership skills and experience working effectively with diverse teams. Passionate about advancing access to quality health care for all Washingtonians and dedicated to the important work done by the Health Care Authority to create a healthier Washington.

Professional Experience

Health Care Authority, Olympia Washington

Behavioral Health Contract Manager, Medicaid Programs Division 09/2019 – Current

- Lead in the development of contracts and amendments for Behavioral Health Administrative Service Organizations, serving as the primary point of contact for assigned contract sections.
- Manage and direct the review and development of contracts and amendments, ensuring clarity in contract requirements and providing oversight and technical assistance for compliance.
- Assist with planning, implementing, and evaluating new programs as approved by legislators.

Partnership HealthPlan of California (PHC), Eureka California

Regional Manager, NW Region (Humboldt & Del Norte Counties) 06/2016 – 07/2019

- Oversaw the successful operation of PHC's existing programs and lines of business (Medi-Cal) and assisted with planning, implementation, and evaluation of new programs.
- Recommended, planned, developed, implemented, and evaluated goals and objectives for the Regional Office within PHC's larger organizational goals and objectives.
- Key player in cross departmental efforts to create and lead regional quality improvement activities and initiatives related to improving health outcomes for PHC members.
- Oversaw PHC's Provider Recruitment Program over a 14-county service area.
- Responsible for day-to-day running of the Regional Office.
- Acted as PHC's Regional community liaison, representing the health plan in a variety of areas including opioid and other coalitions, the local accountable community for health, advisory committees, community meetings, and other venues within the health care community.
- Led, assigned, and participated in complex projects such as focused efforts to raise HEDIS scores; created, designed, and implemented health-based media campaigns; worked to create and implement alternatives to Long Term Care; other initiatives and projects to improve the overall health of PHC members and the communities in which I served.

Senior Provider Relations Representative (PHC), Eureka California 01/2014 – 06/2016

- Served as a neutral liaison between providers (both contracted and non-contracted) and PHC departments in resolving issues and problems. Investigated and resolved provider concerns.
- Conducted office orientations and trained staff on managed care concepts, PHC policies and procedures. Educated clinics on a variety of Medicaid and managed care topics.

- Worked closely with local clinics, Indian health care providers, hospitals, and ancillary providers to ensure all specific challenges and issues were resolved while providing additional support and guidance on Medicaid and managed care concepts.

Eureka Internal Medicine (EIM), Eureka California

Oncology Authorizations Coordinator/Financial Counselor/Patient Advocate 03/2013-01/2014

- Responsible for authorizations of chemotherapeutic, IV infusions, and injectable medications working regularly with all insurance companies, managed care plans, HMOs, and tribal contract health.
- Led organizational training for the transition from Fee-for-Service Medicaid to Managed Care Medicaid for billing and front office departments; Implemented communication between local hospitals and imaging providers to ensure a smooth and successful transition to managed care for treatment authorizations; Actively planned, marketed, and implemented yearly flu clinic.
- Expanded EIM's patient assistance program by approximately 80%, resulting in increased guaranteed revenues for the clinic and decreased patient expenses.
- Trained with current Administrator to move into the lead role as department Administrative Supervisor.

Humboldt Physicians Surgery & Laser Center, Eureka California

Surgical Coordinator 08/2010-02/2013

- Coordinated all aspects of scheduling surgical procedures.
- Assisted Clinical Director in daily operations and policy compliance in accordance with Federal, State, and Ambulatory Surgical Center policies.
- Responsible for opening and closing of surgical center and staff scheduling.
- Maintained inventory of surgical supplies, medications, and medical equipment.

Education

Southern Oregon University, Ashland Oregon 2001

- Bachelor of Science in Health Education and Fitness Promotion
- Dual Majors: Health Promotions/Fitness Management and Athletic Training
- Minor: Business Administration
- Recipient of the Maria C. Jackson/General George A. White Scholarship
- Graduated Magna Cum Laude GPA 3.81

Skills

- Certified Lean Six Sigma Green Belt
- Change Management Practitioner (PROSCI)
- Process Improvement
- Project Management
- Public Speaking
- Contract Management, Oversight, Development, Compliance
- Health Care Delivery Systems