Julia J Penrod

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Professional Summary

Highly experienced PBM professional with broad Client Benefits knowledge. Strategic manager with client relationship building skills. Strong ability to review, understand, and operationalize complex client requirements

Professional Experience

CVS Health, Solon, OH

Senior Manager, Client Services, New Benefit Implementations
July 2018 – Present

- Implemented large scale new clients into claims adjudication system
- Achieved 99% First Pass Yield accuracy of implemented data prior to Go Live dates
- Trained multiple new-hire colleagues
- Provide backup for leadership as needed
- Provide guidance and support for full New Benefit Implementations BRM team for all implementation activities
- Facilitated discussions with clients to review functionality
- Established long term processes in setup to meet and establish repeatable methods of implementation with high levels of accuracy

Advisor, Client Services, New Benefit Implementations
July 2014 – June 2018

- Implemented new Medicaid clients into claims adjudication system RxClaim
- Expanded benefit automation use into Medicaid LOB
- Facilitated, defined, and documented business requirements for strategic client operations projects
- Handled projects geared toward benefit testing and creation of operational efficiencies in the benefit set-up
- Role required the ability to design and implement project enhancements as well as support of other operational needs
- Responsible for working with the information services department as key sign-off for all phases of application development
- Responsible for rollout of new functionality, overall project budget, and return on investment

Manager, Business Systems
July 2013 –July 2014

- Established repeatable quality processes with consistent high-quality outcomes
- Developed, deployed, and executed improvement techniques including gap analysis, root cause analysis, and process design/construction
- Reviewed, provided feedback, and approved requirements, approach, and design documents
- Managed team of 8 to 10 colleagues performing all personnel and functional management activities
- Executed and led Workload Intake Governance process
- Advocated for end-users with issues impacting production applications based on reconciliation and analysis results
- Thorough knowledge of end-to-end business processes, acted as a Part D subject matter expert on service delivery processes.

CTM/Grievance Analyst
Full-Service Representative – Inbound Call Center
Customer Service Representative - Provider Services - Inbound Call Center
Customer Service Representative- temp – Inbound Call Center

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Education

Ashford University, Clinton, IA   January 2016 – June 2017

Master of Business Administration, spec. Organizational Leadership

Ashford University, Clinton, IA   March 2013 – January 2015

Bachelor of Arts in Business Administration

- Dean's List
- Golden Key Honor Society

Ashford University, Clinton, IA   January 2011 – February 2013

Associate of Arts in Business

- Graduated Summa Cum Laude
- Dean's List
- Phi Theta Kappa Honor Society

Key Skills

Proficient in Microsoft Office Applications, RxClaim (AS400), SQL, Process Improvement, Leadership, Relationship Building, Communication, and various Client Relationship Management Tools.