

LISA A. DECICCO, MBA

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HEALTHCARE STRATEGY, PROGRAM & FINANCIAL ADVISOR

Navigating complexity, delivering results, and driving projects to excellence

- **Healthcare Executive** focused on Implementations, Mergers & Acquisitions, and Integrations in the Employer & Individual, Medicaid, Medicare/Medigap, DSNP, CHIP, LTSS, Life, Disability, Tri-Care, and Marketplace space supporting: Claims, Clinical (Utilization Management, Disease Management, Case Management), Provider Portal, Network, Enrollment/Eligibility, Appeals, Grievances, Call Center, Finance, Reporting, Capitation, Payment Integrity, and Pharmacy.
- **Business and Technical Strategist** encompassing program and portfolio management, product development, architecture design/flow, data interfaces, digital/AI solutions, business simplification, change management, electronic health records and clinical data management.
- **Visionary Professional** skilled in business analysis & gap closure, process improvement & re-engineering, change management, initiative alignment, project planning & governing, delivery and execution.
- **Deadline-driven Project Manager** with a proven track record leading business critical, technology-centric and operational initiatives within global organizations.
- **Skilled Financial Controller** with a focus on earned value analysis; optimizing cost control, maximizing ROI, and delivering projects within established budgets and timelines.
- **Proficient Agile and Waterfall Specialist** who thrives in fast-paced, ambiguous environments with a knack for driving multi-million-dollar projects to completion.

AREAS OF EXPERTISE

Strategic Planning & Alignment • Financials & Controllershship • Portfolio, Program & Project Management
Executive Board Reporting & Advisor • Prioritization & Governance • Cross-functional Leader • Communication
Financial Strategist • Estimating • Budgeting • Forecasting • Capital Planning • Variance/Trend Analyst • Cost Savings
Project Scoping • Scheduling & Tracking • Critical Paths • WBS • Network Diagrams • Resource Allocation
Problem Solver & Critical Thinker • Risk Mitigation & Issues Remediation • Conflict Management • Collaboration
Execution & Delivery • Stakeholder Alignment • Requirements • Process Improvement • Mentoring & Coaching
Data Architecture • Quality Assurance • Vendors & RFPs • Regulatory & Compliance • Policies & Procedures
Contracts • HIPAA • EMR/EHR • Eligibility & Enrollment • Claims • Clinical Case/Disease/Utilization Management

PROFESSIONAL EXPERIENCE

UNITEDHEALTHGROUP/OPTUM

2025-PRESENT

Senior Client Facing Project Leader

Project Leader supporting one of the largest joint venture Medical and Clinical program implementations of over 750K members. Expertly managed end-to-end project execution, scope definition, resource allocation, and risk mitigation across various functional areas. Proven ability to coordinate internal/external stakeholders and third-party vendors, utilizing established project methodologies (including RACI/RAID) to ensure flawless program delivery.

- Led the execution and coordination for one of the largest Medical and Clinical program implementations, successfully managing projects across 38 diverse cross functional areas from initiation to completion.
- Provided subject matter expertise in project management methodologies, including scope definition, risk identification and management (RAID), resource allocation, and project planning.
- Managed all aspects of the project lifecycle, including monitoring and tracking progress through detailed project plans, controlling changes to scope, schedule, and cost, and implementing appropriate verification techniques.
- Coordinated internal resources and third-party/vendor activities to ensure flawless execution; collaborated with internal and external stakeholders to meet all program requirements and save the client \$1 B in cost.
- Developed and maintained comprehensive project documentation, status dashboards, templates, spreadsheets, diagrams, and process maps for effective communication.

- Delegated project tasks based on junior staff capabilities and provided regular project status updates to clients, internal teams, and leadership.

CARESOURCE**2025****Strategic New Market IT Implementation & Program Management Leader**

Seasoned IT Program Manager driving full-life-cycle Medicaid & Marketplace delivery of enterprise software solutions new/expansion states. Collaborated cross-functionally with development, testing, business operations, Agile leadership, suppliers, data architecture, PMO, and business partners to align on scope, quality, schedule, and budget for multi-year strategic plans. Established scalable processes, workflows, and automation to support simultaneous implementations.

- Led continuous improvement by integrating lessons learned, feedback, and best practices. Advised on Agile and IT portfolio management tools to optimize business value. Ensured compliance with regulatory, security, privacy, and organizational standards. Proactively identified risks, devised mitigation strategies, and monitored project milestones.
- Managed operating budgets, forecasts, and timekeeping within guidelines. Delivered executive-level presentations and reports, partnering on standardized communications. Supported change management initiatives to facilitate adoption. Performed additional directives as required to achieve seamless and successful IT implementation outcomes.

INDEPENDENCE BLUE CROSS (IBX)**2023 – 2024****Senior Project Manager III (*Contracted by Intepros*)**

Head portfolio/program management of Medigap/Medicare Advantage & CHIP Product Development, Marketing & Sales Set-up, Integrations and Migrations, as well as oversee resource management, project scheduling, project financials, forecast management, governance, and scope management. Provide weekly reporting on project status to key executives and stakeholders.

- Planned and tracked the project roll-up into programs and the program roll-up into the portfolio.
- Worked closely with Marketing, Sales, Compliance, Regulatory and Legal teams to ensure projects met all federal and state mandates, including the implementation of new regulations while ensuring corporate strategic alignment.
- Proactively managed and mitigated risks to ensure on-time and within budget project completion.

UNITED HEALTHGROUP/OPTUM**2008 – 2023****Senior Project Manager II – ENTERPRISE INTEGRATION/MERGERS & ACQUISITIONS SERVICES -**

Spearheaded multiple healthcare Employer & Individual, Medicaid, Medicare, DSNP, CHIP, LTSS, Life, Disability, and Tri-Care market expansion/reduction, migrations/integrations, electronic health records, clinical data management, and software development projects with up to \$20M budgets focusing on multiple cross functional operational areas: Claims, Clinical (Utilization Management, Disease Management, Case Management), Provider Portal, Network, Enrollment/Eligibility, Appeals, Grievances, Call Center, Finance, Reporting, Capitation, Payment Integrity, Pharmacy.

Project Governance, Management & Execution

- Conducted root cause analysis, documented workflows, analyzed solution options, performed ROI analysis and recommendation to senior leaders/stakeholders, and drove improvement opportunities.
- Saved \$1M in cost by designing the Drive to Five (DT5) governance program to implement and leverage enterprise multi-faceted systems to thoughtfully reduce/shut-down legacy systems, resulting in streamlined Business and System Processes across all product domains.
- Directed the clinical team during COVID protocols to maintain alignment with regulatory requirements.
- Led a \$20B transition initiative to launch a new operations and delivery model including a 24/7 call center.
- Instrumental in the design, development, and implementation of the Electronic Visit Verification (EVV) initiative, engaging stakeholders from ~30 teams to execute in alignment with business goals.

Cross-functional Leadership & Stakeholder Management

- Led cross-functional teams to deliver end user software, acquisition, divestiture, integration, re-engineering, and business simplification complex projects, managing multiple projects concurrently.

- Prepared/presented Executive Decks to senior leadership via power-point, dashboards, scorecards, and KPIs.

Financial Management & Project Controllershship

- Spearheaded various financial system implementations to improve the accuracy, functionality, and visibility of financial data across multiple functions of the business.
- Drove the capital request process and managed project financials with a keen focus on cost optimization.
- Completed a Planview functionality project within scope using Agile methodology.

Cross Application Program Manager

Provided program and project management support for several large, complex, key business initiatives. Directed cross-functional and/or cross-segment teams in a matrix organization structure. Defined program scope, delivery approach, and project structure in alignment with budget and organizational goals.

- Interpreted and translated highly complex concepts to multiple audiences in a digestible, actionable way.
- Influenced senior leadership to adopt new ideas, products, and/or approaches.

IMS Health - Cegedim/Dendrite (Acquired by IQVIA in 2017)

2001 – 2007

Project Manager I – SFA Global Certification and Machine Learning Training Programs

Managed and monitored global SFA/CRM application training projects from initiation through delivery in a matrix organization. Liaised with clients to capture customer needs and ensure all requirements are met.

- Created requirement documentation for a more standardized and scalable project planning process, enabling transparency within the development and execution project stages.
- Mobilized resources across all phases of the project lifecycle to deliver quality and cost optimization.
- Built various project and financial reports, enabling high visibility across the business.

Project Controller – Marketing Services Organization

Headed project financials for large-scale projects in the Marketing Services Organization, including revenue and cost budgeting, contracting, pricing, financial reporting, cost management, P&L statements, and profitability strategy. Conducted profitability analysis and timeline analysis on each project.

- Headed the implementation of customized Documentum e-Room, e-documentation/contract approval and inventory process launching the tool within the established scope, budget, and timeline.
- Streamlined project reporting processes by consolidating project status information (financial reports, dashboards, financial statements) into digestible documentation.

EDUCATION AND TRAINING

FAIRLEIGH DICKINSON UNIVERSITY – **Master of Business Administration (MBA) – Accounting**

MORAVIAN COLLEGE – **Bachelor of Arts (BA), Business Management & Finance**

PROJECT MANAGEMENT INSTITUTE (PMI) – **Project Management Professional (PMP) Trained 2005/2024**

THE WHARTON SCHOOL OF BUSINESS – **Executive Presence & Influence**

UPGRADE SKILL – **Agile Scrum Master & Fundamentals Certification**

TECHNOLOGY SKILLS

Oracle ERP, SAP, Clarity, Jira, Planview, Smartsheet, Hyperion, Cognos, Tableau, Power BI, Azure, AWS, API, EPIC, Teams, Outlook, MS Word, Excel, Power-point, Project, Visio, SDLC, ITIL, Agile, Scrum, Lean, Waterfall, Six Sigma