**Paula Blaschke, LCSW,MBA**

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**Professional Profile**

An accomplished professional offering over 10 years of experience in managed care and health care insurance. Expertise in many areas of managed care management including: Program Development, Utilization Management, Case Management, and Disease Management, as well as Grievance & Appeals and Compliance. Outstanding leadership and interpersonal skills combined to develop relationships with other working partners that foster results.

**WellPoint, Inc.-North Haven, CT**

**Clinical Program Development Manager** 2010-present

* Develop business requirements for new product design as it relates to an integrated enterprise- wide system platform.
* Develop recommendations to improve current product performance as it relates to Case Management and Disease Management Programs.
* Develop strategies for product delivery methods.
* Identify dependencies to new product design as it relates to delivery channels and sourcing data.
* Responsible for maintaining product portfolio and assuring compliance is maintained with all regulatory requirements.
* Development of workflows and training documents.
* Work at enterprise wide level on development of new clinical strategies that optimizes client and operational metrics.

**WellPoint, Inc. - North Haven, CT**

**Grievance & Appeals Coordinator Sr. /Team Lead** 2006- 2010

* Assure compliance throughout the utilization management and appeals procedures.
* Assure compliance with all AUMSI policies and procedures.
* Coordinate and research high level appeals and grievances filed by providers and consumers.
* Extensive knowledge of managed care business and regulatory oversight groups, including URAC and NCQA accreditation.
* Experience working with cross functional teams within a managed care environment.
* Experienced working with hospital, group and individual providers in resolving appeal issues, claims payment issues and network status issues.
* Expert in the area of behavioral management within a managed care environment.
* Broad knowledge of utilization review/medical management process.
* Subject Matter Expert responsible for responding to broker, sales, network management issues as related to appeals and grievances.
* Provided training and oversight to new staff during orientation period.
* Developed workflows for new business processes

**WellPoint, Inc.- North Haven, CT**

**Utilization** **Review Case Manager/Team Lead** 2000-2006

* Performed behavioral health utilization reviews.
* Reviewed cost-effectiveness of proposed treatment and used medical necessity criteria guidelines to authorize proposed services.
* As Team Lead, was involved in hiring and providing leadership to a team of care management staff.
* Experienced with conducting utilization review audits.

**YALE NEW HAVEN HOSPITAL- New Haven, CT**

**Per Diem Clinician** 2005-present

* Coordination of Psychiatric In-Patient Admissions from Yale New Haven Emergency Department.
* Assessment of patient clinical needs.
* Utilization review with payer sources.

**ST FRANCIS CARE BEHAVIORAL HEALTH NETWORK – Portland, CT**

**Primary Therapist** 1998-2000

* Provided all aspects of direct clinical services which included: individual; group and family treatment on an adult psychiatric unit.

**COMMUNITY MENTAL HEALTH AFFILIATES** - **New Britain, CT**

**Lead Case Manager** 1997-1998

* Provided clinical and case management services to community based adult psychiatric clients.
* Team Lead assigned with coordination of daily team case loads and supporting manager in other supervisory capacities as needed.

**EAST HARFORD HOUSING AUTHORITY- East Hartford, CT**

**Resident Services Coordinator** 1995-1997

* Recruited to design, develop and implement a full range of social services to a 500-person geriatric population.
* Identified community needs; developed programs and services; contacted community providers; negotiated mutually beneficial relationships/partnerships; served as the chief spokesperson and driver of the overall effort.
* Secured needed additional funding through successful grant writing.

**Education**

Albertus Magnus College- New Haven, CT

**Master of Business Administration** -2011

Fordham University– New York, NY

**Master of Social Work** 1997

SouthernConnecticut State University- New Haven, CT

**Bachelor of Science** 1995

**Licenses**

Licensed Clinical Social Worker -CT

**Computer Skills**

Microsoft Office Word, Excel, PowerPoint, Visio