**Omar Ablao**

Glendale, CA 91204
[www.omar-ablao.com](http://www.omar-ablao.com)
omar.rahman90@yahoo.com

# Skills

* Advanced Excel, SQL, SharePoint, BI Launch, EPIC (KPHC), and Microsoft Office Suite
* Data Analysis and Problem solving
* Adaptive learning ability, and Excellent Communication Skills

# Education

## Bachelor's in Health Administration

California State University Northridge - Northridge, CA December 2013

# Professional Experience

## Project Manager

Kaiser Permanente – Los Angeles, CA

January 2022 to Present

* Extracts, cleans, and pulls relevant data for Management using BI Launch, SQL Oracle Queries, and various Kaiser Permanente Health Connect (KPHC) reports.
* Provides data-based recommendations to Management to improve work process efficiency.
* Creates Monthly Dashboards for Management as requested.
* Worked on multiple projects, such as:
	+ Created a SharePoint for the Release of Information (ROI) Department to serve as a regional resource for Job-Aids, Best Practices, Training Videos, and Policies/Procedures for staff to utilize.
	+ Created several Excel tools for the ROI Department which provided management visibility of total work volume as well as a burndown plan which allowed the ROI department to reduce their backlog by 80% over 6 months.
	+ Created an Excel tool for the Physician Scheduling department to properly track Physicians assigned within a monthly report which saved an average of 8 hours per month when compared to the prior manual tracking method.
	+ In collaboration with ROI Management, assisted and facilitated the continued rollout project of the ROI Message Encounter Process. The goal is to have all forms converted into an electronic format and reduce the Physician’s time spent completing patient forms.
* Processes system access requests for Los Angeles staff and troubleshoots issues that arise.
* Drafts member notification letters for any Clinician changes such as retirement, location moves, and panel reductions.

## Lead Referral Specialist

Health Net - Glendale, CA

March 2017 to January 2022

* Trained staff on the Non-Clinical Concurrent Review (CCR) process to ensure authorizations are handled in a timely manner to prevent delays in claims payments for the Medi-Cal line of business.
* Extracted department’s data from the raw data report received, tracked error trends, and trained staff accordingly.
* Used trending data to create potential solutions for the department to work more efficiently.
* Audited department’s work to retain Health Net's quality standards.
* Delegated workloads depending on business need.
* Handled escalated requests from contracted providers for effective resolutions.
* Aided staff with all non-clinical CCR processes: facility calls, medical group outreach, authorization updates, clinical requests, etc.

## Referral Specialist I

Health Net - Glendale, CA

June 2016 to March 2017

* Received Medi-Cal cases to review from the Hospital Notification Unit (HNU) for final disposition with delegated medical groups.
* Contacted medical facilities to determine if members/patients were still receiving care and requesting clinical information to be sent if the medical group has not received sufficient information for clinical review.
* Updated cases daily within Health Nets authorization system (Unity)
* Worked closely with medical groups to ensure authorizations were updated in a timely manner and questioned any discrepancies for clarification before finalizing cases.

## Utilization Management Coordinator I

Health Net - Woodland Hills, CA

December 2014 to June 2016

* Handled administrative and technical functions of the authorization process for California (Medi-Cal & Commercial) lines of business.
* Coordinated Inpatient records to appropriate Concurrent Review (CCR) team for review.
* Contacted Hospitals/Medical Centers to verify patient information.
* Other administrative functions as needed to include but not limited to training new hires, assigning incoming cases, monitoring team inbox and additional functions.