

## Edith Dorsey joins UCare senior management team

Written by

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UCare has hired Edith Dorsey as the nonprofit health plan's new Senior Vice President of Operations. She assumed her new responsibilities Dec. 2 and reports to UCare's President and CEO, Nancy J. Feldman.

As a member of UCare's senior management team, Dorsey will ensure that operational functions are aligned to support the strategic focus and growth of UCare in Minnesota and western Wisconsin. She will provide strategic guidance and executive leadership for UCare's operations departments including Claims, Customer Service, and Membership Billing and Enrollment. She has fiscal responsibility for the accurate and timely processing of more than 4.7 million claims annually, and related audit and fraud investigation activity. Dorsey also oversees the resolution of UCare member and provider issues and incoming calls exceeding 750,000 per year.

"Edith brings more than 20 years of health care operations experience to UCare that will strengthen our service to our members and providers," says Feldman. "We welcome her outstanding business acumen, leadership skills, and passion for UCare's mission and goals."

Dorsey most recently was Associate Vice President at Trizetto and Executive Client Deployment Leader at Eventus Solutions, two health care consulting companies based in Colorado. She was responsible for deploying initiatives to support integrated health care management and the California Health Benefit Exchange, respectively.

Prior to joining Trizetto, Dorsey held several enterprise-wide, improvement-focused positions at United Healthcare of Atlanta, Ga., including National Program Manager for Provider Relations, National Director of Network Contracting, National Director of UHG Compliance, and National Director of Enterprise Solutions. Dorsey also was Chief Operating Officer of the Georgia Health Plan. Dorsey's career also includes leadership positions with WebMD, Oxford Health Plans, and Liberty Mutual Insurance.

Dorsey received a Masters of Business Administration degree from the University of Phoenix, Phoenix, Ariz., in 2009, and a Bachelor of Science degree in Nursing from the University of Pittsburgh, Pittsburgh, Pa., in 1981. She earned a Six Sigma Black Belt through the American Society for Quality in 2004 and earned her Certified Project Management Professional (PMP) from the Project Management Institute in 2011. Dorsey is currently pursuing a Ph.D. in Leadership & Organizational Development at Northcentral University in Prescott Valley, Ariz.

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Dorsey lives in St. Paul, Minn.