

Jessica Hampton

Analytics Professional

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Analytics professional with over 15 years in SQL/relational databases and big data healthcare analytics. SAS Certified Advanced Programmer.

Work Experience

Business Analytics Senior Advisor

Cigna

April 2017 to Present

- Developed case management volume projections/models for operations staffing
- Medical and behavioral case management data analytics and capacity planning with SAS EG and SQL
- Analysis of Health Information Line product to demonstrate product value to clients with metrics on level of care recommendations/cost savings/utilization, call demographics and call type, high call volume times of day, days of the week, holiday volumes
- Analysis of wellness coaching calls concluding that 60% of opportunities had no call attempts resulted in dispositioning calls so that outreach could occur
- Worked with IT to test/develop UI for business users which allows direct changes to cap volumes, allowing rapid adjustment to throttles based on business needs and compensating for COVID volumes
- Created quarterly engagement projections by medical case management program and population segment to help better meet staffing needs
- Worked with capacity team to develop strategy for increasing identification through predictive model-based triggers to meet product targets and to create new throttle model adjusted for seasonal patterns of in and out of office shrink
- Fulfilled total cost savings reporting requests, digital campaign volume monitoring requests in preparation for transition to offshore coaching, and ad hoc requests including analysis of # of call attempts and programs/segments driving reach rate, open case extracts for disaster-affected areas, people with multiple cases open in a 12 month period, case duration by id trigger, retention rate analyses
- Created engagement waterfalls to evaluate effectiveness of email pilot programs and autodialer campaigns

Marketing Research and Analytic Data Consultant

United Health Group, Optum

June 2014 to March 2017

- Provided custom data analysis on persistency and medication adherence for external pharmaceutical clients
- SAS/SQL in Unix and Windows environments with Teradata warehouse

Informatics Senior Specialist

Cigna Corporation, Analytics - Bloomfield, CT

July 2009 to June 2014

Predictive Modeling Team (February 2013 - June 2014)

HEDIS Reporting Team (July 2009 - February 2013)

- SAS programmer analyst, statistician, data scientist, predictive modeler
- Supported analytics initiatives to achieve better outcomes, lower healthcare costs, and engage customers by evaluating eligibility, claims, admissions, census, geospatial, risk, segmentation and behavioral data
- Supported national quality measure production for eValue8, Prometheus, HEDIS, and WHP

Reporting Analyst

Advanced Behavioral Health - Middletown, CT

July 2008 to July 2009

- Report design for Department of Mental Health and Substance Abuse and for internal business self-service applications
- Financial analysis of insurance claims data
- Cut weekly reporting time in half by migrating processes from Access to SQL Server
- Managed SQL Server reporting database

Senior Research Technologist

Penn State University, PA State Data Center - Middletown, PA

May 2006 to April 2008

- Met with state agencies to discuss data, redefine codes, and educate school districts on how to report data for special education students transitioning from Birth-3 to 3-5 program
- Increased percentage of students successfully transitioning with IEP within 90 days
- Developed and maintained Access databases for contracted work with the Department of Education, the Department of Public Welfare, and the U.S. Bureau of the Census

Education

Postgraduate Certificate in Data Mining

Central Connecticut State University - New Britain, CT

2011 to 2013

MA in Mathematical Sciences - Statistics

Central Connecticut State University - New Britain, CT

2010 to 2013

Postgraduate Certificate in Geographic Information Systems

Pennsylvania State University - University Park, PA

2007

MA in English (TESL)

Oklahoma State University - Tulsa, OK

2004 to 2005

BS in Geology

University of Connecticut - Storrs, CT

January 1995 to January 1999