

ASHLEY LEWIS, MBA

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EDUCATION

INDIANA WESLEYAN UNIVERSITY

Doctor of Business Administration (DBA), Healthcare Administration; Cohort 21

Marion, IN

Expected May 2029

INDIANA WESLEYAN UNIVERSITY

Master of Business Administration (MBA); GPA 4.0

Marion, IN

August 2024

INDIANA UNIVERSITY INDIANAPOLIS

Bachelor of Arts, Anthropology; Bachelor of Arts, Sociology

Indianapolis, IN

December 2015

- Concentration in Medical Anthropology and Museum Studies; minor in Medical Humanities.
- IU Indianapolis Top 100 Student; UROP research grant recipient (\$5,000); Dean's List.

EXPERIENCE

UNITEDHEALTHCARE, COMMUNITY AND STATE

Remote

Clinical Admin Coordinator (contract via Repucare)

March 2026 – Present

- Coordinate operational support for case managers and registered nurses; serve as central contact for team inquiries.
- Draft and process Notice of Action and denial letters for attendant care services in ICUE and Community Care.
- Oversee authorization requests and Secondary Review Team outcomes in SharePoint to meet regulatory standards.

HUMANA

Remote

Quality Improvement Coordinator 2 (contract via Repucare)

August 2025 – February 2026

- Supported case management operations and critical incident reporting under HIPAA and HEDIS frameworks.
- Managed special projects and compliance documentation across electronic health record systems.

KELLY EDUCATION

Indiana

Vocational Educator, Healthcare and Business Administration

November 2023 – July 2026

- Delivered healthcare and business instruction to secondary and Career Center vocational students.

CENTENE CORPORATION – MANAGED HEALTH SERVICES INDIANA

Remote

Provider Data Management Specialist (contract)

April 2022 – August 2022

- Administered provider enrollment and network development records against regulatory standards.

LABCORP, INDIANAPOLIS CENTRAL LABORATORY

Indianapolis, IN

Kit Production Assembly (contract via Spherion)

July 2021 – April 2022

- Executed high-volume COVID-19 and diagnostic kit assembly for global distribution; basis of MBA capstone research.

INDIANA UNIVERSITY HEALTH

Indianapolis, IN

Specialist, Provider Data

August 2015 – January 2020

- Maintained provider network and enrollment data across enterprise systems; twice awarded IU Health Plans Special Thanks.

RESEARCH & LEADERSHIP

Applied Doctoral Project (2026–Present). Doctoral research in healthcare administration.

MBA Capstone (2024). Strategic analysis of Labcorp using WACC, PESTEL, Porter's Five Forces, VRIO, and SWOT.

Undergraduate Research, IU School of Medicine (2012–2014). Mixed-methods research on health literacy and adolescent consent; REDCap data management.

Smithsonian Institution Transcription Center (2026–Present). Transcription of historic collections for accessibility and search indexing.

SKILLS & CERTIFICATIONS

Systems: ICUE, Community Care, electronic health records, REDCap, SharePoint, Microsoft Office.

Compliance: HIPAA, HEDIS, NOA/denial correspondence, provider enrollment, critical incident reporting.

Certifications: CITI Program – Social & Behavioral Research; Information Privacy Security (2026).

Languages: English (native); French (limited working proficiency).