During the month of March 2014, I received an email from inVentiv Medical Management (iMM) officially selecting me to be an intern for the summer. It was not until the beginning of May that I received further news that funding for iMM was pulled by its parent company, inVentiv Health. At this point I made the tough decision whether to work for a company that was going out of business or to try to find another internship. Ultimately, I decided to intern with iMM and this decision turned out to be a great experience. During the course of my internship at iMM, I found myself in roles that I never anticipated. I had larger responsibilities than I imagined and gained knowledge from a multitude of areas. As the company was shutting down and co-workers were leaving, it was my job to take over their roles and responsibilities within iMM. Over the course of working at iMM, I worked closely with doctors, nurses, the legal department, information technologies, accountants, and the financial department.

iMM is a medical management company that is focused on the back end of healthcare. iMM does not directly perform medical procedures, but it oversees the quality of treatment and the billing of healthcare. iMM contracts with Third Party Administrators (TPAs) and the TPAs contract with smaller companies. TPAs act as insurance companies for the smaller companies by reviewing and paying off medical claims. Some of the TPAs do not have the resources to effectively review the volume of
claims or need the use of IMM’s created network. IMM created an in-house network with medical companies, pharmaceuticals, hospitals, and doctors that allow IMM to get lower medical prices compared to other companies out of IMM’s network. TPAs will either send IMM its high dollar medical claims or all of its claims so that IMM can make sure its clients get the appropriate medical care they need at the appropriate price. For simplicity, I will only go over the largest sector of business that IMM provides. IMM provides care management services that include disease management, case management, and utilization management. Disease management is focused on providing care for claims that involve chronic conditions such as cancer, depression, and kidney failure. Case management is similar, but it is focused on claims that are not chronic conditions, such as heart attacks and strokes. The last section of care management that IMM provides is utilization management. In this section, doctors coordinate with other doctors, hospitals, TPAs, and insurance companies to perform a Medical Necessity Determination (MND) along with reviewing the cost of medical procedures before a major surgery or operation. IMM’s motto is, “Physician directed, nurse supported, technology enabled: medical management.”

My official role at IMM was a business intelligence analyst. The primary duties of a business analyst are to track metrics from the different sectors of business. I kept
track of how many cases were open in each sector, total claim amounts under review, accounts receivable, write offs, total invoiced, and a variety of other important variables.

Besides fulfilling the roles as a business analyst, I worked closely with the legal and project management team. One of the major projects I worked on was leading the record retention project. This project was focused on iMM compliance with all state and federal laws for retaining important personal health information and business records. My role was to coordinate with experienced co-workers to determine what specific types of records iMM was in possession of, where they were located, how long the records have to be retained for, and where they were going to be moved once iMM shutdown.

iMM has made a large impact on my career by expanding my knowledge of the healthcare industry and improving a variety of my skill sets over the course of the internship. My knowledge of how to utilize excel to generate reports has progressed exponentially. I gained great experience leading meetings and coordinating large projects between all of the business sectors of iMM. I now feel more confident about the work I produce and my ability to perform in the business world. I built long lasting relationships with co-workers that I plan on working with again in the future.

It is unfortunate that iMM is going out of business, but my decision to follow through with the internship was one of the most important decisions I have made to
benefit my career. The opportunity to work for IMM was truly an honor and a great experience. IMM has sparked my interest in the healthcare industry, and after Sewanee I plan to pursue a career in healthcare. I would ultimately like to find an employer that has tuition reimbursement plans so I can pursue a graduate degree in healthcare business management. I would like to thank inVentiv Medical Management for helping build upon what Sewanee has taught me and for showing me how the healthcare industry works. I would also like to specifically thank Joseph Steuer, C’09, from IMM for reaching out to Sewanee Career Services for making this internship possible.