



October 26, 2018

To Whom It May Concern:

I have had the privilege of having Keisia McBride-Adams on my team since March 2017 when I was the Director of Provider Relations for Optum and Keisia's supervisor. As a Provider Relations Advocate / Network Manager for Optum, Keisia was able to demonstrate a high-aptitude for customer service, claims knowledge, and team player in a short amount of time. With the many systems that are new to external hires, Keisia was able to master them with little assistance and time. Keisia independently found resources to help her through on-boarding and leveraged her ability to form and develop relationships while learning on the job.

Keisia's tenacity and spirit are well regarded in the company as she oftentimes has been recognized through our Bravo system for the extra mile she gives toward projects and helping team members. Her friendly personality and ability to work through stressful, competing priorities will allow her to be successful in future endeavors as well.

Should you have any questions regarding Keisia's past performance please do not hesitate to contact me directly at 612-632-5149 or via email at Jennifer.Tse@optum.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Tse", with a stylized, flowing script.

Jennifer Tse
Former Director, Provider Relations of the Mid-Atlantic
(DC, DE, MD, PA, VA, WV)
Current Manager, Network Data, Analysis, and Quality