

CAREER PROFILE:

Provides strategy, program, portfolio, and project management consulting services for the healthcare industry. Professional focus has included provider, payer, and health maintenance organizations (HMO), for Private, Federal, and State business environments. Industry specialist in healthcare environments that operate in regulated environments. Companies and agencies consulted for include State of Michigan Medicaid, Ohio Department of Medicaid, South Carolina Department of Medicaid, Vermont Medicaid, Hewlett Packard, IBM, WellPoint (Blue Cross Blue Shield CA, CO, NV, OH, IN, KY, CT, NY, NH, LA, VA), Bristol Myers Squibb and Bayer Corporation. Employment and consulting engagements have included travel throughout the United States, Puerto Rico, and other world wide assignments. Professional proficiency and educational achievements include certification of project management professional (PMP) and a masters degree in business administration (MBA).

Over 15 years of varied financial, strategy, project and program management, business transformation, configuration management and general consulting experience in the healthcare insurance, healthcare provider, pharmaceutical, and insurance industries. Operational experience includes all aspects of Healthcare Information Management (HIM), Affordable Care Act (ACA) including all elements of the Medicaid Information Technology Architecture (MITA). Specialist and subject matter expert in Medicaid business processes including Managed Care Organizations, Health Plans and Third Party liability. Project management proficiency includes experience with all major portfolio project management systems such as Primavera Enterprise, MS Project 2007/2010 project server, Clarity workbench, and Planview. CMS Trained for the expedited Life Cycle management approach for Medicaid Management Information Systems (MMIS).

SUMMARY OF NOTABLE INITIATIVES, PROGRAMS and PROJECTS MANAGED

South Carolina Department of Medicaid – Program Director for the transaction functions for the Replacement of the Medicaid Management Information System. This includes all Electronic Data Interchange (EDI) and Claims adjudication. Produced the first ever business topology diagram of the MMIS for the State of South Carolina.

Ohio Department of Medicaid (ODM) – Program Manager for the ICD-10 remediation of the Medicaid Management Information System operated by Hewlett Packard Enterprise Systems (HPES). Estimated, managed and controlled the ICD-10 Assessment, program estimate, and technical solution for the State of Ohio.

Michigan Department of Community Health (CNSI) - Program Manager and Subject Matter Expert for the ICD-10 remediation of the Medicaid Management Information System (MMIS). Leveraging the MITA 2.0 and 3.0 frameworks, responsible for organizing the approach, management plans, and project plans for a three year multi organization, process and system remediation and enhancement program.

Blue Cross Blue Shield Louisiana - Program Manager for the ICD 10 Initiative. Program manager for all business related workstreams including: Provider management, claims processing, medical management, Actuarial and Underwriting, Enrollment, Membership and billing.

Wellcare Inc. - Centers for Medicare and Medicaid Services (CMS) mission critical compliance projects; complaint tracking system completed in 6 weeks. Managed offshore development teams working 3 shifts 7 days a week. Business workflow integration systems completed on time. Project included strategy, architecture design, and cross nation rollout of Powerchart (Cerner application) to long-term care facilities for electronic records management.

WellPoint (Anthem BlueCross/BlueShield) - Project manager the Agent services project (Online services for medical insurance agents) from conception to rollout for the central region (IN,OH,KY,MO and IL). Management included timeline development, project costing and forecasting, weekly meetings and monthly C-level status reporting. Because of the project success, later was appointed project manager for the same initiative for the eastern region.

Bristol Myers Squibb - Project manager for sub project for SAP process improvement mapping which included material management and, materials requirement planning modules. (Original project duration was 22 months, the completed duration 19 was months with a 12% reduction in baseline total cost. This was an Enterprise Resource Planning (ERP) full scale project. Program manager for CFR part 11 Compliance initiative for Indiana operations. \$50 million initiative 3 year time period, completed on time and under budget.

PROFESSIONAL EXPERIENCE:

Agency for Human Services

Staff Consultant (Project/Program Manager)

Williston, VT
5/2015 – 7/2017

- Provides project management leadership and technologist services for the Care Management Initiative to the state of Vermont. Highlights of consulting services include development of management processes that streamline decision making processes. Some of key processes include: Document Review Process, Software Release Process, Agile Release Process, Agile Deployment Process, Defect Resolution Process, Change Management Process, Observation Resolution Process, Contract Amendment Process, Issue / Risk Resolution Process, Strategy Execution Process, Customer Service Process, and Validation of Contract Requirements Process.
- Led a group of executives (State Leadership) to develop the Care Management Strategy for the State of Vermont (Artifact available with permission from the State of Vermont). This task was a two month process to provide clarity with respect to the Care Management initiative strategic fit within the health and human services enterprise business and technology landscape.
- Developed the Care Management Steering Committee structure and framework. Regular engagement with C-Level/suite resources for both the State of Vermont and Technology Vendors. Complete understanding of the CMS certification process. Developed certification strategy for the Care Management solution.

Department of Health and Human Services

Program Director/Health Care Strategist

Columbia, SC
12/2013 – 4/2015

- Program Director for the International Classification of Disease version 10 (ICD-10) initiatives. Lead and contributed to all strategic decision making with respect to the initiative. Strategic decision making contributions include but are not limited to executive strategy presentations, federal quarterly reporting, implementation advanced planning update (IAPDU) document authorship, federal and state budget authorship, and risk mitigation strategies.
- Project management and analysis responsibilities included business process modeling of various business functions as well as the development of the technical architecture.
- Complete proprietary software design, development and project management for solutions to enhance Medicaid business processes of claim, payment, case management, third party liability, and managed care organization (MCO) management.
- Managed Care Organization - Technical proficiency with the managed care organizational process includes strong working knowledge of all electronic data interchange (EDI) transactions specific to MCOs, including 834 (Health Plan Enrollment), 837 (Claim/encounter data), 820 (Payment), and 277CA (Acknowledgement transactions). Business proficiency with the managed care organizational process includes MCO procurement, contract authorship/amendment (Molina and Wellcare), demographic selection, analytics reporting, and capitation rate setting.

Hewlett Packard Enterprise Services (HPES)

ICD-10 Program Manager/Project Manager

Columbus, OH
1/2013 – 11/2013

- Program manager for the ICD-10 impact assessment and implementation phases for Hewlett Packard's proprietary claim adjudication system. Managed all aspects of the claim adjudication system as it relates to Medicaid Title XIX programs. The adjudication system includes all aspects of the medical claim lifecycle, such as claim acceptance, reimbursement, medical policy, analytics/reporting and provider network systems.
- Project management activities performed include detailed cost estimating and modeling, governance model and approach, staffing plan, communication plan and executive presentations to Bureau chiefs and C-level executives within Hewlett Packard. Project management activities performed includes detail project scheduling development, and staffing related activities such as interviewing project managers, business analysts, testers, developers (Business Objects / .NET) and architects. Managed the Medical Policy translation effort from concept to completion for the State of Ohio.
- Continuous interaction with influential senior leaders within both HPES and the Ohio Department of Medicaid. Performed the technical solution lead role and developed the implementation approach and remediation sequence for the ICD-10 Program for the Interchange system. Interchange is HPES's proprietary Medicaid claim adjudication system. Technical roles included ICD-10 Solution Lead, and enterprise architect. This role's primary focus was to strategically leverage reimbursement and pricing modifications to associated software (3M-APG Grouper software).

Michigan Department of Community Health (MDCH) - CNSI, INC.

ICD 10 – State Medicaid Consultant (Program Manager/Project Manager)

Lansing, MI

3/2011 – 11/2012

- Senior Consultant for the ICD-10 impact assessment and implementation phase for the Michigan Medicaid enterprise. Worked with all related Michigan agencies, departments and resources to manage a cross departmental program under tight time constraints and limited State resources. Performed executive level presentations for steering committee meetings and quarterly program status updates. Management included procurement involvement for labor resources within the State's environment. Major interactions with Michigan agencies include Department of Technology Management and Budget (DTMB), Children's Special Health Care Services (CSHCS), and Centralized Medicaid Policy Group. Key member of the certification team (Michigan MMIS certified in 2011).
- Michigan State Medicaid Subject Matter Expert for ICD-10 initiatives. Directly hired by CNSI who developed and operates the CMS certified MMIS claim adjudication system and associated third party technologies. Responsibilities included developing and defining the Michigan State Medicaid's ICD 10 strategic approach and related documents (Artifact available during interview). Program Manager for the strategy and impact assessment phase (actual work artifact available to share if requested). Worked within an integrated program team model with the Michigan Department of Community Health (DCH) and external consultants, clearinghouses, and major health care providers.
- Sole Authored the ICD-10 Implementation strategy and roadmap for the State of Michigan (Available during interview). Implementation strategy included in-depth approach to remediation for communication to Director and Bureau level State professionals. Sole authored the white paper ICD-10 A Strategic Approach For State Medicaid Agencies for CNSI. White paper available upon request (or visiting CNSI's website).

BLUE CROSS BLUE SHIELD LOUISIANA

Program Manager ICD-10 Initiative - Healthcare business consultant

Baton Rouge, LA

8/2010 – 3/2011

- ICD 10 Specific Program Manager. Lead all phases of strategy, assessment and planning in preparation for remediation of health care reform initiatives governed by recent legislation; namely Health Insurance Portability and Protection Act amended legislation (HIPAA 5010 and ICD-10). Complete assessment management of all aspects of the health care insurance claims life cycle. Health care claims life cycle includes, provider and payer business processes and claims coding.
- Managed the process mapping task of claims intake (Medicaid, Medicare, ITS-Bluecard, and Basic/Regular) through payment fulfillment. This includes the entire claims adjudication process through all associated technologies. Associated technologies include Facets (Trizetto) 4.7, MaxMC, Impact Pro, EpicCare Ambulatory, EpicCare Inpatient, EpicCare homehealth (Epic Systems – Health Informatics), Impact Intelligence (Ingenix), Milliman Utilization review (Milliman), Edifecs HIPAA validation tools, and 3M Grouper Software.
- Worked with consulting firms Deloitte, Accenture, Cognizant and Computer Sciences Corporation to develop a comprehensive strategic approach toward ICD 10 compliance. Strategic approach includes all payer related business functions such as provider network management, claims, medical management, actuarial and underwriting, customer service, reporting and analytics, compliance, enrollment, membership and billing.

WELLPOINT, INC. now ANTHEM (ANTM)

Project Manager / Healthcare business consultant – ebusiness group

Atlanta, GA

3/2010 – 8/2010

- Program manager for health care reform and electronic medical records (EMR) initiatives (including Powerchart – provider side). Program management focused internal enterprise technology applications that track utilization of medical benefits. Technologies included Meditech provider side modules such as Long Term care Solutions, Behavioral Health Solutions and Referral Management solutions. Federal compliance program strategist for south east region. Strategic efforts included financial justification analysis, strategy alignment with corporate initiatives, enterprise adoption and public relations management.
- HIPAA 5010 / ICD-10 Broker portal compliance point of contact for central region (IN, KY, OH, and WI – All blue cross blue shield brands)

WELLCARE, INC. (WCG)

Medicare and Medicaid implementation consultant Sr.

Tampa, FL

4/2009 – 10/2009

- Project manager for mission critical Centers for Medicare & Medicaid Services (CMS) compliance initiatives and related technology enhancements. Compliance initiatives included customer service workflow solutions (Complaint Tracking Systems) and Medicare enrollment workflow solutions with audit trail reporting and business analytics. These technological enhancements and implementations included technologies such as Omniflow, OmniDocs and OmniScan. Development teams managed included geographical presence in India (Pune, New Delhi, and Bangalore). Project manager for the Exstream software implementation (HP products) to enhance variable data publishing efficiencies.

WELLCARE, INC. (continued from pervious page)

- Working knowledge of the newly released ICD-10, HIPAA 5010, HIPAA Transaction Code Sets (TCS) and related recent healthcare reform legislation. Firm understanding of the government sponsored health care programs including Medicare/ Medicaid business process; and how to leverage technology to comply with government standards, regulations and guidance. Understanding of the National Provider Identifier (NPI) numerical sequencing and related business workflow enhancement for membership operations.
- Technologies both configured and implemented include MaxMC, Impact Pro, EpicCare Ambulatory, EpicCare Impatient, EpicCare homehealth (Epic Systems – Health Informatics), Impact Intelligence (Ingenix), and Milliman Utilization review (Milliman).

INTERNATIONAL BUSINESS MACHINES CORPORATION (IBM)

Managing Consultant – Global Business Services

New York, NY

3/2007 – 3/2008

- Employee consultant for IBM's Global Business Services consulting services. Manager of consulting engagements within the pharmaceutical industry and healthcare industries. Consulting engagements include strategic planning, financial analysis of operations, and supply chain operations.
- Strategic engagements include a variety of business challenges, primarily with strategic planning and regulation adherence. Notable engagements include the role of the senior consultant (program manager) for Amgen's serialization strategy. This strategy was developed to comply with various state and global legislation with regard to serialized product for distribution within the United States while increasing value within the supply chain.

WELLPOINT, INC. (WLP) now ANTHEM (ANTM)

Program Manager – ebusiness group

Indianapolis, IN

9/2005 – 2/2007

- Managed various enterprise and regional ebusiness projects (portal based) within the portfolio project management system (Planview). Worked with diverse and functional teams from New York to California to accomplish enterprise strategic goals. Managed the coordination between marketing, legal, and information technology professionals to achieve greater than expected returns for capital invested.
- Effectively managed a group of consultants for project related consulting work. Consultants included an information technology consultant, business analyst, marketing consultant and an internal communications consultant. Delivered applications that affected business partners in the Central Region of the country.
- Consulted on enterprise deployment strategies for various products and associated marketing. Produced return on investment analysis of proposed products and projects.
- Used the system development life cycle, project management institute's PMBOK and IBM's Rational suite tools.

FUSION ALLIANCE, INC.

Program Director, Engagement/Project Manager (Life Sciences practice)

Indianapolis, IN

2/2005 – 7/2005

- Identified as the engagement manager for the emerging life sciences practice. This practice primarily focuses on regulated industries in the life science sector. Served as the resident expert for information technology computer systems validation consulting engagements.
- Program manager for Roche Diagnostic customized technology solutions (Accu-Check Notify). Accu-Check notify is a proprietary SmartCard system and application that allows a remote device to collect analytical data and notify physicians when data levels are within or outside of statistical parameters. Program management responsibilities included all aspects of project management as well as business management. Business management included profit and loss analysis, vendor relationship management, and internal resource management.
- Lead the internal project management and portfolio management assessment team. Tailored the project management maturity model (Capability Maturity Model) for internal project as well as revenue based projects.

BRISTOL-MYERS SQUIBB COMPANY (BMY)

Program Manager, Information Technology (IT) Portfolio Manager

Evansville, IN

5/2002 – 2/2005

- Full responsibility for the financial management of the implementation of technology projects located in the Indiana operations of Bristol Myers Squibb. Responsibility included profit and loss statements, amortization schedules (for capitalized hardware and software), annual cash flow statements, balance sheet analysis and operating budgets.
- Established the Project Management Office (PMO) for all projects relating to CFR part 11 and computer systems validation. (Managed from business case to implementation a full featured enterprise project management system in a regulated environment; implementation included database, server, software, change management, and training of project management theories and principles)

- Developed the IT prioritization scheme with enabled the portfolio project management (PPM) system to prioritize in real time the most cost effective use of resources. This scheme valued projects based on a weighted score that considered project risk, strategic alignment and financial value of IT investments. The enterprise portfolio management system was primavera enterprise and Microsoft 2003 enterprise edition.
- SAP, PeopleSoft (HR and CRM) upgrade – Managed 25 full-time ABAP programmers, and three functional project managers (Functional by SAP module). Managed the entire computer system validation effort of the enterprise resource planning system. (Original project duration was 22 months; the completed duration 19 was months with a 12% reduction in baseline total cost.

[MBA – Graduate school]

PURDUE UNIVERSITY
Graduate School

West Lafayette, IN
8/2000 – 5/2002

(PRE-MBA) WORK EXPERIENCE

BAYER CORPORATION
Pharmaceutical Manufacturing Technology Consultant

Berkeley, CA
5/2000 – 8/2000

EPC CONSULTANTS INC.
Business Consultant (Engineering, Finance, and Information Technology practices)

San Francisco, CA
5/1998 - 5/2000

RUDOLPH AND SLETTEN, INC.
Project Manager

Foster City, CA
6/1995 - 4/1998

EDUCATION:

Purdue University
Master of Business Administration –MBA (Finance, Strategy, and Information Technology)

West Lafayette, IN
May 2002

German International Graduate School of Management
Study Abroad Scholarship Award (International Operations focus)

Hannover, Germany
March 2001

California Polytechnic State University
Bachelor of Science: Construction Engineering

San Luis Obispo, CA
June 1995

LEADERSHIP - OTHER:

Project Management Professional (PMP) November 2003 – Current
PMI No. 165221, PMP No. 76875

Expert user in all Microsoft based desktop applications and project management software applications including MS Project (all versions), Primavera Project Planner, Primavera Enterprise, Planview and Clarity.

Guest speaker at Purdue University business school executive speaker series: February 9, 2007

City Council Member (Appointed) – City of Glendale 1989-1990

Published Co Author: The Effects of the Internet and Technology on the Motion Picture Industry
Krannert Technology Forecast 2003-2005

HIPAA Compliance for Health Plans trained – July 10, 2009 (Health Care Compliance Strategies, Inc.)

American Health Insurance Plans (AHIP Full Member)

Healthcare Information and Management Systems Society (HIMSS) Full Member ID # 700230482
Chapters Michigan, Florida and California

White Paper Author – (CNSI) [ICD-10 A Strategic Approach For State Medicaid Agencies](#) – December, 2011