**Douglas Vandergraph**

**lives in Fort Collins, Colorado**

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"Empowered by the greatest technology ever known, Human Intelligence"

**PROFESSIONAL SUMMARY:**

1. Proven leader with over 16 years of IT experience running projects and currently recognized as one of the nation's top technology advisors.
2. 16 Years of experience managing projects for some of the nation's largest healthcare companies.
3. Served as a trusted advisor to numerous healthcare leaders at software implementation customers across the country----
4. Ran key initiatives for the STATE OF FLORIDA MEDICAID program in 2009-2010

* Program Managed and created the plan for the transition of the States Medicaid claims adjudication platform to a Third Party Administrator
* Provided architectural solutions and new business integration strategy which allowed this TPA to assume the State of Florida's platform and administer their Medicaid program
* Acted as a SME for all project related deliverables

1. Ran key initiatives for the STATE of TEXAS MEDICAID program 2010-2011

* Provided guidance a structure for multiple county level MMIS infrastructure changes that allowed for the integration of and compliance with CMS mandated healthcare reform measures
* Acted as a SME for all project related deliverables

1. Served as an advisor to the STATE OF CALIFORNIA MEDICAID program in 2013

* Worked as an advisor and SME to the vendor completing the States 90/10 funded MMIS upgrade
* Created project plans and performed solution analysis for multiple business and IT related pain points
* Worked as an ongoing advisor for the overall program and approach

1. Served as an advisor to the STATE OF WASHINGTON MEDICAID program in 2013

* Worked as a Program Manager for the states 90/10 funded MMIS upgrade
* Created the overall approach, PMO strategy, and design for the successful project plan
* Acted as a SME for all project related deliverables

1. Ran key initiatives for the STATE OF ALABAMA MEDICAID program 2013-2015

* See resume below

1. Lead the MMIS certification effort for the STATE OF ALASKA 2016

* See resume below

1. Experienced developing key project deliverables, application architecture, stakeholder relations, and product implementation solutions and plans directly related to MMIS infrastructure
2. Provides hands-on implementation support, and recommendations related to overall MMIS integration strategies.
3. Proficient in Software Lifecycle Development strategy
4. Industry leading expert on project management with budgets up to 169 million 90/10 funding
5. Industry leading healthcare claims payment systems(FACETS, NETWORX) integration and Optimization Specialist.
6. Offshore resource integration expert, contracted with Indias largest provider of professional services.

**TECHNICAL SKILLS:**

|  |  |  |
| --- | --- | --- |
| * Microsoft Project TCS etc. | * ICD10 | * Medicaid |
| * Software Integration and development | * SDLC Expert | * MMIS |
| * AGILE PMO-SCRUM | * NETWORX | * FACETS |

**CERTIFICATIONS:**

* Project Management Professional, (PMP)

**EDUCATION:**

* Bachelors of Business; Universita Mediterranea, Italy - 1997

**PROFESSIONAL SUMMARY:**

**Xerox(Planit Group)**

**Alaska MMIS Certification Project Manager**

**12/2016-current**

**(Remote)**

* Acted as an Certification and MMIS SME on behalf of the Xerox Corporation with the State of Alaska team
* Provided program management Agile project guidance related to the common track of certifying an MMIS system with CMS
* Provided Medicaid claims subject matter expertise
* Lead the planning meetings and managed vendor relationships;
* Facilitate the definition of project scope, goals and deliverables per the certification requirements
* Define project tasks and resource requirements; for the over project approach under a SCRUM based umbrella
* Develop full scale project plans using Microsoft Project and Excel;
* Work with the State to satisfactorily plan and schedule project timelines to ensure on-time delivery
* Lead meetings between stakeholders, resources, senior managers and executives;
* Responsible for troubleshooting risk and modifying the approach accordingly
* Perform other duties as required.

**Molina Healthcare**

**Federal Exchange Enrollment Advisor and Systems Development Expert**.

**06/2015-07/016- Currently advising as a SME**

**Long Beach, CA**

* Program Managed the enrollment and assimilation of 300k new members into the client IT infrastructure from the federal exchange.
* Designed a Agile project approach custom for Molina's capabilities
* Advised on QNXT upgrade to V.5.3
* Road mapped, Architected, and Implemented an Enterprise wide Member Workflow infrastructure

***State of Alabama-Program/Development Manager-CARES***

***Development Manager***

***08/2014-06/2015- Currently advising as a SME***

***Montgomery, AL***

* Hired a team of 55 software developers and structured them seamlessly into a 7 sprint development SDLC
* Created and designed a new Eligibility and Enrollment infrastructure for the state which is considered the future of entitlement access in America
* Created a State Government specific SCRUM based Agile SD which has become a template for every State in the USA
* Developed and implement standards as defined by MITA
* Identified and implemented QA standards at all levels of the SDLC process
* Worked with State Agency and Program leadership to define scope and appropriate timelines for deliverables
* Served as the primary supervisor for an amazing group of developers and architecture staff..
* Created a work environment unique in its ability to foster team work and friendship.
* Developed key relationships with CMS

***United Healthcare***

***Senior Architect/Program Manager***

***01/2011 to 08/2014***

***Phoenix, AZ***

* Provide oversight for the IT infrastructure of the nations largest health insurance company
* Create strategies related to optimal system integrations
* Design overall architecture for the consolidation of systems spanning 7 State Medicaid programs, Medicare, and all Commercial platforms
* Help guide the business and IT on architectural alternatives by clearly articulating the implications of each, short and long term, solution
* Identifie and communicates risks (business, application, technical)
* Participates in business and architecture planning sessions and anticipates future business and architecture changes and strategies
* Develops an understanding of market positioning, visioning and solution value add
* Responsible for devising solutions, solution architecture descriptions, and subsequent monitoring and governance of their implementation
* Designs and implements IT solutions that link disparate processes and application systems
* Evaluates the business process architecture and ensures it is flexible enough to support incremental development,
* Ability to understand not just application architecture and design but understand its alignment with longer term/Enterprise roadmaps and/or its limitations or implications of not aligning
* Work with Strategic Planner to provide architecture input into strategic roadmap
* Partner with business to ensure the delivery of detailed functional / non-functional technical requirements
* Lead (with Project Manager) RFP process, including providing questions for the RFP that cover all aspects of technology related to the solution and its implementation at UHC
* Translates business objectives and process them into a high level conceptual architecture that describes key functional and nonfunctional requirements
* Develops and documents high level actionable deliverables tied to Conceptual and Detailed Architecture Design Specifications
* Accountable for quality of the solution through the SDLC process
* Develop and ensure adherence to the Service Level Agreements with business areas for application portfolio
* Assist in managing vendor relationships, specifically responsible for interacting with vendor technical architects, and assisting in problem resolution
* Key player in all discussions related to the UHC design

***Douglas Consulting***

***SR. Operations Officer***

***02/2008 to 01/2011***

***Phoenix, AZ-Nationwide***

* Provided and marketed customer advisory services related to implementation of industry leading project advisory for Facets and NetworX, as well as HIPAA compliance and ICD-10 migration..
* Performed duties related to Project Management, contract configuration, architecture, and testing.
* Provided full end-to-end project management and implementation subject matter expertise.
* Personally led and managed the PMO on several of the largest efforts in the healthcare industry.
* Maintained a full library of support documentation and templates to utilize in ensuring success to each client. The templates and overall strategy were designed to help clients create a plan that forecasts workloads, minimizes delays, and avoids unnecessary work.
* Delivered support and training services for top shelf industry methodologies and best practices including a full end user training program for multiple industry disciplines.
* Created, marketed, and delivered complete Implementation PMO designed for, but not limited to Healthcare customers including, product development, project plans, agendas, integration strategy, configuration training guides, templates, and issue management tracking solutions.

***Trizetto***

***SR. Executive Product Owner***

***01/2004 to 02/2008***

***Phoenix, AZ-Nationwide***

* As a Sr. Project Manager, led multifaceted consulting teams at engagements across the country at leading health insurance organizations related to implementation of the Facets and NetworX product suites
* Performed all aspects of Project control, Budget, product development, sales, training, and implementation from inception to go-live.
* Created the Trizetto PMO strategy as it related to the NetworX Suite of products.
* Created the Trizetto NetworX Certification and Training Program.
* Served as a Senior Advisor, and led as many as 4 major Facets/NetworX implementations simultaneously. Responsibilities included project quality, scope, design, schedule and optimization.
* Tracked and resolved all open client issues, while identifying, communicating and managing all project risks.
* Played a key role interpreting client needs into designs for new products, and product enhancements

***American HealthNet***

***Account Executive***

***5/2002 to 01/2004***

***Abingdon, MD-Nationwide***

* Ensured that the high level plan for several software installation projects were executed within cost, with proper control on scope, schedule, and quality.
* Worked with several top hospitals in the US, and ensured that project issues related to resource allocation, communication and risks were resolved.
* Served as the main contact for the client, while documenting and managing all the day-to-day issues pertaining to the project, existing and new sales opportunities, and the overall client relationship.
* Provided support for and individually performed sales activities such as: demos, estimations, proposals etc.
* Led offshore development team of 53 in Chennai, India; maintaining responsibility for requirements, delivery/implementation strategy, and overall product quality.

***Aim Healthcare Services, Inc.***

***Regional Account Executive***

***08/2000 to 05/2002***

***Nashville, TN-Nationwide***

* Served as sole Account Manager and client liaison/consultant to 92 hospitals in the Upper and Lower Midwestern United States.
* Directed business operations at each facility maintaining maximum level of client satisfaction, as well as a favorable profit margin.
* Oversaw onsite Auditors, insurance refund processes, accounts payable, accounts receivable, contract compliance, troubleshooting, hospital billing, coding, consulting on healthcare administration, HIPAA, collections, and general auditing and accounting practice (GAAP).
* Maximized productivity by implementing sales strategy, employee management, time management, organizational skills, and e-business solutions. The company's focus was on sound operating practices and the audit of healthcare facilities financial records in order to find incorrect claims payments on behalf of the 1500+ major medical insurance companies that had contracted us to do so. This was done by placing an individual auditor onsite, who would direct report to me, or through remote review from the corporate headquarters in Nashville, TN.
* Increased region's total monthly revenue from $1M to $2.3M; and increase Auditor's individual production by an average of 119%.

***Producers America***

***General Manager, New Accounts***

***03/1998 to 08/2000***

***Abingdon, MD***

* Initial role was as a management trainee.
* Functioned as a General Manager and maintained client relations, oversaw customer service staff of 13, maintained contract compliance and design, and the acquisition of new accounts. The main function of this company was to sell insurance based on leads received through web-based marketing.
* Utilized a self-designed client networking system.
* Developed a sales/marketing strategy, and maintained the web-based marketing strategy, increasing the client base by 78%. This in turn allowed an increase in sales from $25M to $78M.