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Dear Ms. McGuire and Hiring Team,

I am writing in response to your posting on Workplace Alaska, regarding the Medical Assistance Administrator I position. I presently work with the Anchorage Division of Senior and Disabilities Services, Provider Quality Assurance Unit and I feel that my day-to-day workload and skill set would fit well into the Medical Assistance Administrator I position.

Over the last 5 years, there have been numerous changes in not only management and supervisors but in processes and day-to-day workflows. As the primary technical and paraprofessional support for Division of Senior and Disabilities Services, Provider Quality Assurance, I have achieved many things.

* In the last five years, I have worked proactively to suggest and implement solutions to new or changing work processes for certification requirement documentation, development, and use of reports to monitor caseload statuses, handling of communications with providers, archiving files, file maintenance, and PCA training waivers.
* In the last three years, I have trained, and delegated tasks to numerous volunteers in clerical processes, everything from incoming & outgoing mail to file conversions, filing and archiving processes, ensuring timeliness and accuracy of work.
* In the last three years, I have been instrumental in the development of a more efficient Archiving process for files including off-site storage and the training for other units in the new SharePoint Archive site. I identified inefficiencies with the SharePoint and am currently working with IT support to correct and improve the speed of the system overall.
* With the development of new regulations over the last four years, I have been very involved in the development of the new application, along with new file processes, tools and procedure development. This required a familiarity with regulations, both current and future versions, current policies, and terminology related to the Medicaid Home & Community Based Waiver programs along with the PCA programs.
* In the last 4 years, I have consistently screened 30-40 incoming recertification and initial certification applications per month, ensuring timeliness of submission, completeness, documenting dates submitted, communicating with providers, developing and implementing tools and distributing to evaluation staff as quickly as possible.
* One of my ongoing projects in the last two years is the workflow improvement of the Division's DS3 database. The objective of the database project is to show the relationships between the Certified Providers and the contracted Habilitation Homes. While in consultation with the Research & Analysis Team and IT Services, I determined the changes needed to modify the database for a new set of data. This modification and complex data entry, requires a detailed knowledge of the types of habilitation services, an analysis of the home’s licenses, along with, a detailed process of database connections, and merging of records. This will allow the Division to monitor our habilitation recipients and the licensed environments more closely for compliance.
* During the Corrective Action Plan starting in 2009, I was the main contact and processor for Critical Incidents. I received and tracked all the steps of the processing including creating and ongoing modification of the spreadsheet to meet the need for statistic generation for the Commissioner’s Dashboard and reports to CMS.

The Bachelors of Business Management and Information Technology degree I completed in 2009 included many useful classes in statistics, technical writing, business law, database creation, and administration, programming, project management, and helped lay the groundwork for my ability to manage a high volume of time sensitive work while simultaneously applying the skill sets learned in the workforce. As part of my degree requirements, I am Master Certified in Microsoft Office 2003; my skill set also includes Office 2007 and Office 2010 as a Power User along with advanced privileges in the unit’s SharePoint.

Lastly, for two years as a Career Mentor and Computer Instructor for Nine Star Education & Employment Services, I worked with individuals from every socioeconomic background and age group. This included native elders, public assistance and Medicaid recipients, disabled individuals, former inmates re-entering society, the general populace, employers, and professionals. I followed strict HIPAA and PIPA laws, rules and regulations, while interviewing individuals for information about various skills, abilities, and background barriers.

I bring a wealth of experience that can assist with solutions andaction plans, plus my analytical abilities. I would be pleased to meet with you, and your team, to explore further options of expanding what I currently do for SDS and specifically Provider QA. Please contact me at the numbers or e-mail above to arrange for a time to speak.

Sincerely,

Sue Darby