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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 personal skill set would translate well into the Medical Assistance Administrator I Position.

With 5 years of experience with the Div of SDS in Quality Assurance, as the primary technical and paraprofessional support for the unit, I have achieved many things. I have been involved in the editing and writing of the upcoming regulations and very involved in the development of the new application, file processes and procedure development preparing for implementation soon. This required a familiarity with regulations, current policies, and terminology related to the Medicaid Home & Community Based Waiver programs along with the PCA programs. I have been instrumental in 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 have trained numerous volunteers in clerical processes from incoming & outgoing mail to file conversion and archives. Additionally 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.

Over the last 5 years there have been numerous changes in not only management and supervisors but in processes and day to day workflows. During the Corrective Action Plan, 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.

One of my ongoing projects 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 what was 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.

I have a Master Certification in Microsoft Office 2003, my skill set also includes Office 2007 and Office 2010 as a power user sp. On a weekly basis, I develop reports for Provider Certification and present to the professional team. I also devised a system using Excel pivot tables that documented, tracked and generated statistics for the Commissioner’s Dashboard in 2009, for the Critical Incident Reports.

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 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.

The Bachelors of Business Management and Information Technology included many useful classes in statistics, technical writing, business law, database creation, and administration, 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.

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. (or walk down the hall!)

Sincerely